



NEW ERA ENTERPRISES (E. Lancs.) LTD

EQUALITY POLICY

New Era Enterprises Ltd (known as “New Era”) statement on equality and diversity.

New Era promotes equality and diversity by recognising that people have different needs, beliefs, values and abilities, and that those differences need to be both respected and promoted to help each individual have the same chance to take up our services.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee / volunteer to feel respected and able to give their best.

The organisation - in providing services - is also committed against unlawful discrimination of customers.

Policy

New Era believes that all people have value and recognise that there are many people in society who have been denied equal opportunities or for whom equal opportunities have not been made available. New Era, therefore, in line with ethical behaviour the policy's purpose is to:

- provide equality of opportunity, fairness and respect for all in our employment, whether temporary, part-time, full-time or in a voluntary capacity.
- celebrate and value diversity.
- not unlawfully directly or indirectly discriminate in respect of and will comply with the Equality Act 2010's protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

New Era acknowledges and commits its obligation to:

- work within legal requirements and recognises its duties under the Equal Opportunities Act 2010, which brings together all the legal requirements on equality that the private, public and voluntary sectors need to follow, and applies to people in the following situations; work, education, delivering/receiving/buying services or goods, and running or attending clubs.

- encourage equality and diversity in the workplace.
- to promote equality for women and men and works create a working environment free of bullying, sexual discrimination, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees / volunteers about their rights and responsibilities under the equality policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff /volunteers should understand they can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, volunteers, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy.
- Monitoring will also include assessing how the equality policy, and any action plans, are working in practice, reviewing them annually, and considering and taking action to address any issues.
- To comply with all equality legislation and will not discriminate in the provision of goods, facilities or services in any of the above or related areas.

New Era is committed:

- To promote equality for people and works to eliminate discrimination and harassment.
- To adopting working practices which enable people to attain a quality of life which is consistent with being equal members of society.
- To a programme of action to see that the policy is fully effective and requires that its officers, committee members and staff will promote this Equality Policy through its work and services.
- New Era recognises that all forms of discrimination are unacceptable and aims to ensure that this policy is effective in ensuring equal opportunities and preventing discrimination.

New Era will continue to develop this policy and therefore welcomes comment and contributions.

It is recognised that New Era is not able to meet all the elements of the above policy statement immediately. However, all future decisions will be arrived at within the framework of this policy statement and its contents and performance will be reviewed annually.

Training is provided on a regular basis to ensure that staff is aware of and promote the principles of the Equality Policy and take practical steps in their work practices to implement the policy. New members of staff undergo an induction into the Equality Policies and Practices.

Implementation plan

New Era recognises that it is necessary to take positive steps to ensure that all people benefit from equal opportunities whether this is when acting as an employer, providing services or working with people as individuals or in groups, and takes practical steps to implement its policy in all areas of its work: -

A To be inclusive and accessible in its publicity and promotion of services and accessible and welcoming to service users

Within the eligibility criteria of projects, to promote to a wide spectrum of potential clients, and not to stereotype client groups. To distribute promotional material in a variety of accessible community venues, and to publicise and make the website accessible, so that the clients who need the services are reached.

To make written material, and the website clear, accessible and informative – clear, clean design, easily read fonts and font size, careful use of colour, inclusive images, all information included and correct, with date of publication, and the length of time the service is operating.

Within the constraints of the office environment, to be welcoming to visitors both in person and on the telephone. Visitors are treated as individuals with their individual needs being met as far as are reasonably possible. The New Era statement on equality is displayed on the wall in the reception area, and staff are trained to receive clients in a friendly and welcoming way.

New Era is aware of the limitations of what it can provide, and not to raise expectations beyond those limits, and to signpost non-eligible clients to other service providers.

B To treat clients in an inclusive and respectful way and to take account of clients' needs and any additional needs

New Era's approach is client centred. The initial assessment of clients is important. The process is thorough and relevant to the client and the client's needs, with the client **included** in the process. Staff do not make assumptions before meeting people based on received information e.g. postcode, religion, referring agency etc.

The project workers are trained and skilled in interpersonal skills, to listen, to interpret what people are saying, and also able to "read" body language, and be able to respond appropriately to the client to build a good relationship. Language is an issue. A suitable balance is made between being too technical/formal and becoming too informal/patronising. Information is delivered appropriately.

New Era ensures that it has the relevant information to support people with any special needs and liaises with and has information about services provided by other agencies.

C In its teaching, to be non-discriminatory, inclusive, respectful and taking account of individuals' needs, and any student's additional needs

Teachers are fully aware of the need to be inclusive in terms of their own approach, resources, and teaching environment. Ground rules are set out regarding non-discrimination and respect in the first session and revisited during the course.

A thorough student needs analysis (supportively and with additional resource to support this) is made, and students' additional needs are assessed correctly. Teachers are aware of being inclusive without being intrusive, allowing people to share information with them. In response to this assessment any reasonable adjustments are made to the teaching environment. Differentiated resources will be provided to suit individual needs. "Reasonable adjustment" is made within a framework of "reasonableness" – i.e. taking account of financial outlay, structural alterations, needs of other students, and additional resources (ICT enhancements etc).

D Internally in its treatment of staff, in recruitment, induction, training and ongoing staff relations

When recruiting staff New Era ensures that it does not discriminate and that its treatment is inclusive and respectful. It seeks methods of advertising to reach all sections of the community. Advertising is clear, and non-discriminatory and distributed widely through a variety of means – and including word of mouth and radio. In the application pack the job description, addresses, appropriate skills for the job, gives out clear expectations, and includes a copy of the Recruitment Policy and Equal Opportunities and Diversity Policy. To be more inclusive we should aim to have a more informal pre-selection workshop to give candidates a clear idea of what is expected from New Era.

A full induction into the policies and procedures of the company is given to new staff, and staff are made aware that reasonable requests can be made for changes to improve their working conditions.

New Era staff are actively involved in the review of its equal opportunities and diversity policies and training.

There are comprehensive policies and practices for staff relations to ensure that the treatment of staff is non-discriminatory, inclusive and respectful and these are set out in the staff handbook. “Ground rules” for group and one to one interaction are set out.

Feedback and evaluation

All users of New Era’s services are told about its commitment to quality and equal opportunity, with the opportunity to feedback with comments, compliments and complaints. This feedback is analysed, and the information used to improve services.

Projects are evaluated to measure the take up of services across a variety of indicators (e.g. gender, age, ethnicity, area) to assess the level to which they are being inclusive and accessible to eligible clients.

Direct discrimination	Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have (see perceptive discrimination below), or because they associate with someone who has a protected characteristic (see associative discrimination below).
Associative discrimination	This is direct discrimination against someone because they are linked or associated with another person who possesses a protected characteristic.
Perceptive discrimination	This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.
Indirect discrimination	Indirect discrimination can occur when you have a condition, rule, policy or even a practice in your company that applies to everyone but particularly disadvantages people who share a

	protected characteristic and which cannot be justified in relation to the job.
Harassment	Harassment is “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”.
Third party harassment	Harassment of employees by people (third parties) who are not employees of your company, such as service users. NB New Era has a duty to prevent harassment and may be liable if aware that harassment has occurred on at least two previous occasions and does not take reasonable steps to prevent it from happening again.
Victimisation	Victimisation occurs when an employee is treated badly because they have made or supported a complaint about discrimination or harassment or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.
Positive Action	Some people with protected characteristics are disadvantaged or under-represented in some areas of life, or have particular needs linked to their characteristic. They may need extra help or encouragement if they are to have the same chances as everyone else. The new positive action provisions held within the Equality Act 2010 enable service providers to take proportionate steps to help people overcome their disadvantages or to meet their needs.

Details of the organisation’s grievance and disciplinary procedures can be found in Appendix 19 of the Staff handbook or in the terms and conditions of employment. This includes with whom an employee should raise a grievance – usually their line manager.

Use of the organisation’s grievance and/or disciplinary procedures does not affect an employee’s right to make a claim to an employment tribunal within three months of the alleged discrimination.

EQUALITY AND DIVERSITY ACTION PLAN

Equality and Diversity is placed at the heart of New Era and we recognise that it is necessary to take positive steps to eliminate discrimination, harassment, bullying and victimisation because of age, disability, race, religion or belief, gender, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity or any other grounds to ensure that all people benefit from equal opportunities whether this is when acting as an employer, providing services or working with people as individuals or in groups. New Era takes practical steps to implement its policy in all areas of its work.

Our commitment to equality and diversity

We will:

- Actively promote and embed equality and diversity throughout all activities.
- Ensure everyone is treated equally and with respect and dignity
- Be pro-active in providing all learners, staff, volunteers, and members with the equal opportunity to achieve their full potential
- Actively identify and eliminate all forms of discrimination, whether overt, covert, or by omission.
- Use equality and diversity data to narrow any achievement gaps in learners' overall success.
- Recognise the hard work of learners, staff, volunteers, and members in creating an environment that promotes and embeds equality and diversity.
- Comply with all current relevant legislation.
- Work within the community to identify and remove barriers to learning and progression through the provision of high-quality Information, Advice and Guidance (IAG).
- Work with learners, staff, volunteers, and members to create an environment that promotes and embeds equality of opportunity and is free from unlawful discrimination, harassment or victimisation of any kind.
- Ensure teaching and learning takes individual needs into account.
- Value and support our learners so that they achieve their full potential.
- Embed good practice that will allow learners to achieve their full potential through individual action.
- Ensure staff are effectively trained to address and actively promote equality and diversity with sensitivity.

The equality policy has been agreed with the board of directors:

Signature:



*Policy reviewed 15/05/01, 28/08/01, 03/02/04,
28/03/06, 07/07, 01/09, 07/11, 09/13, 05/14, 15/6/15, 23/05/16, 25/11/19
Reviewed & Updated 25/10/17, 30/07/18
To be reviewed on November 20/20*

Objective	Detailed Action/Target	Target Date / Milestone	Planned Outcome/Performance Indicator
1. Development and review equality policy			
a. Update policies and guidance in response to continuing implementation/review of the Equality Act 2010	i. Assess and provide guidance of the government review of the public sector equality duty (PSED) across all projects	Review due 11/20	Documents amended to reflect any changes to the law or latest national guidance
	ii. Review and update the guidance on equality impact assessments in response to changes to the PSED	Any new guidance to be in place in line with implementation date of any new legislation – Review date 11/20	
	iii. Review guidance on any changes issued by the Equality and Human Rights Commission (EHRC) and assess any implications for New Era of any emerging case law	Review date 11/20	
2. Participant registration form for equality & diversity			
a. Collect information across all projects to give a concise review of client participation	i. Design a registration form	01/19	
b. New Era sets challenging targets and uses data to monitor and improve engagement and performance of all learners, in order to maximise their full potential	i. Develop user friendly reports that identify <ul style="list-style-type: none"> • Recruitment • Achievement • Retention • Progression • Attendance • Success 	On-going annually	Report is embedded in SAR and shared on a yearly basis with board of directors and a summary to be available to all staff members of staff
	ii. Analysis of learner feedback and identification of areas of concern	On-going annually	Report produced annually. Actions put into place to act on feedback and a summary to be available to all members of staff

Objective	Detailed Action/Target	Target Date / Milestone	Planned Outcome/Performance Indicator
3. To be inclusive and accessible in its publicity and promotion of services and accessible and welcoming to service users			
a. Within the eligibility criteria of projects to promote to a wide spectrum of potential clients, and not to stereotype client groups.	i. To distribute promotional material in a variety of accessible community venues, and to publicise and make the website accessible, so that the clients who need the services are reached	09/19	We advertise <ul style="list-style-type: none"> • on Facebook • On our Website • In our project rooms • Schools, nurseries, childminders, other professional • Job centre • CVS newsletter
	ii. To make written material, and the website clear, accessible and informative – clear, clean design, easily read fonts and font size, careful use of colour, inclusive images, all information included and correct, with date of publication, and the length of time the service is operating	Check to see if the website is accessible as possible – seek professional advice - 19/11/20	To ensure our website is as accessible as possible
b. Provide access to up to date equality information	i. This will be embedded in training for staff and learners	Ongoing	
	ii. Provide improved access to equality information under the Equality Act by updating the equality web pages	16/02/20	Organisations and the public have access to information to judge New Era’s performance on equality
	iii. With Corporate resources, update equality matters in the staff handbook providing information and support for employees and members and general public	ongoing	Improved employee awareness and understanding of equality in their work
c. Promote events and celebrations to communities	i. Encourage groups and communities to take part in and organise events and activities	ongoing	Participation by <ul style="list-style-type: none"> • Childminders Network Meetings • Members Meetings • Coffee mornings/afternoons • Baby & Toddler group • Together Workshops • Parenting Courses

Objective	Detailed Action/Target	Target Date / Milestone	Planned Outcome/Performance Indicator
4. Legal requirements			
a. The building and facilities meet legal requirements	i. Work with CVS to address recommendations in relation to buildings and facilities in relation to DDA	Ongoing	
	ii. New Era is aware of the limitations of what it can provide, and will not raise expectations beyond those limits, and will signpost non-eligible clients to other service providers	ongoing	New Era has signposted to: <ul style="list-style-type: none"> • Addaction • Home start • Family Information Service • LCC – Wellbeing Service
5. To treat clients in an inclusive and respectful way and to take account of clients' needs and any additional needs			
a. New Era's approach is client centred. The initial assessment of clients is important. The process is thorough and relevant to the client and the client's needs, with the client included in the process.	i. Staff will not make assumptions before meeting people based on received information e.g. postcode, religion, referring agency etc.	ongoing	
	ii. The project workers are trained and skilled in interpersonal skills, to listen, to interpret what people are saying, and also able to "read" body language, and be able to respond appropriately to the client to build a good relationship. If language is an issue a suitable balance is made between being too technical/formal and becoming too informal/patronising. Information is delivered appropriately	ongoing	
b. New Era staff will seek information to support people with additional needs.	i. By listening to the person and following the guidance of the person or professional	ongoing	By sharing information at staff meetings

Objective	Detailed Action/Target	Target Date / Milestone	Planned Outcome/Performance Indicator
6. In its teaching, to be non-discriminatory, inclusive, respectful and taking account of individuals' needs, and any student's additional needs			
a. New Era staff are fully aware of the need to be inclusive in terms of their own approach, resources, and teaching environment	i. Ground rules are set out regarding non-discrimination and respect in the first session and revisited during the course	09/20	
b. A thorough student needs analysis is made, and students' additional needs are assessed correctly	i. New Era staff are to be aware of being inclusive without being intrusive, allowing people to share information with them. In response to this assessment any reasonable adjustments are made to the teaching environment	ongoing	<ul style="list-style-type: none"> • Change of font • Using appropriate coloured paper or coloured Perspex/plastic sheet • Annual update/staff training on Equal Opportunities good practice
	ii. Differentiated resources will be provided to suit individual needs. "Reasonable adjustment" is made within a framework of "reasonableness" – i.e. taking account of financial outlay, structural alterations, needs of other students, and additional resources (ICT enhancements etc)	ongoing	
7. Internally in its treatment of staff, in recruitment, induction, training and ongoing staff relations			
a. When recruiting staff New Era ensures that it does not discriminate and that its treatment is inclusive and respectful	i. In the application pack the job description addresses appropriate skills for the job, gives out clear expectations, and includes a copy of the Recruitment Policy and Equal Opportunities and Diversity Policy	Reviewed at recruitment	
	ii. To be more inclusive we provide information about the company to give a clear idea of what is expected from New Era	Review date 11/20	

Objective	Detailed Action/Target	Target Date / Milestone	Planned Outcome/Performance Indicator
b. Improve accuracy, reliability and availability of equality data	i. Continue to work with the Office Manager on closing some of the gaps in equality information and on improving data quality	Review date 25/11/20	Improved data for impact assessments and to inform the staff and board of directors
	ii. Develop local intelligence system to provide access to equality and other data sources, such as the 2011 census, through one route	Trial Base system in place by 11/20, gathering appropriate information	Improved access to data to support MIS (Manager Information System)
8. Engaging and involving communities			
1. Working in partnership with other organisations	(1) Ensure that opportunities for solution-focused collaborative work with the voluntary and community sector are open to all	Reviewed in the first quarter of the year	Wide range of community groups involved recorded on annual report

Adopted by the board on 25/11/19
To be reviewed on November 2020

