Equality, Diversity and Inclusion Handbook

This publication is available in large print and easy read.
Welcome!

At Calico, we are dedicated to promoting and celebrating the positive effect that diversity has both in our workplace and within our community.

We want to ensure everyone’s views are taken into account, and that we promote an environment of inclusivity at all times.

This handbook has been put together to provide awareness of the wide variety of needs of the people in our community.

For more information about our commitment to Equality and Diversity, please read our strategy, which can be found on Unity and on our website, www.calico.org.uk
About Equality and Diversity

We define Equality, Diversity and Inclusion as follows:

Equality enables us to create a fairer society where everyone can participate and has the opportunity to fulfil their potential. Equality is backed by legislation (Equality Act 2010) which is designed to address unfair discrimination, harassment, and victimisation, to advance equality of opportunity, and to foster good relations between people who share a protected characteristic and those who do not. However, this is everyone’s responsibility as well.

There are nine protected characteristics:

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

Diversity is when we recognise and value difference in its broadest sense. It is about creating a culture and practices that recognise, respect, value, and embrace difference for everyone’s benefit.

Inclusion refers to an individual’s experience within the workplace and in wider society, and the extent to which they feel valued and included.

Equality, Diversity and Inclusion are different things and they need to be progressed together. Equality of opportunity will only exist when we recognise and value difference and work together for inclusion.
The nine protected characteristics

**Age**
This refers to a person belonging to a particular age (for example, 65 year olds) or range of ages (for example, 18-30 year olds).

**Disability**
A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.

**Gender reassignment**
The process of transitioning from one gender to another.

**Marriage and civil partnership**
Marriage is defined as a ‘union between a man and a woman’. Same-sex couples can have their relationships legally recognised as ‘civil partnerships’. Civil partners must be treated the same as married couples on a wide range of legal matters.

**Pregnancy and maternity**
Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the context of employment. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth – this includes treating a woman unfavourably because she is breastfeeding.
Race
It refers to a group of people defined by their race, colour, nationality (including citizenship), and ethnic or national origins.

Religion and belief
This includes religious and philosophical beliefs, including lack of belief (for example, atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex
A man or a woman.

Sexual orientation
Whether a person’s sexual attraction is towards their own sex, the opposite sex, or to both sexes.
The Calico Group commitment to Equality, Diversity and Inclusion

We are committed to embracing equality and tackling discrimination in all its forms. Through our commitment, we will ensure that all views are considered and the environment in which we live and work is truly inclusive.

People from all walks of life can experience vulnerability at some point in their lives. It can be a variable state and can occur at any point in life – such as bereavement, homelessness, substance misuse – and can be temporary, periodic, and recurring (due to, for example, mental health and emotional wellbeing), ongoing, or can increase over time.

The definition of vulnerability the Calico Group has adopted is:

“An individual or household experiencing difficulties with everyday living, due to financial, educational, health, employment, learning, language, behavioural, family, social, age or other circumstances, or any combination of these.”

Our commitment to Equality, Diversity and Inclusion ensures that vulnerable people have a right to:

- Be recognised as ordinary citizens first and foremost, and not clients
- Ensure they are not marginalised, or labelled by their support needs, except where this is needed to access specialist housing, care, support or health services
- Be able to live in safety in the community of their choice, wherever possible
- Accommodation and services that are age appropriate
- Accommodation and services that address issues of equality and cultural diversity.
Our aims

Culture and Governance
We aim to promote a culture where discrimination is eliminated, and to provide an environment of equal opportunities where everyone recognises the positive contribution a diverse workforce and community can make.

Understanding our Customers
We aim to regularly update systems and procedures to ensure all available data on customers and services is accurate and used both strategically and operationally. This data will be used to identify opportunities where improvements can be made and services can be shaped to meet customers’ needs, promoting equal opportunity for all.

Shaping Services
We aim to make services accessible to all, providing dignity and choice, and fostering good relations with and between customers. We will achieve this through our proactive and positive approach to the most vulnerable members of our community. Services will be developed based on the equality information held, and on customer consultation feedback, to ensure different needs are considered in respect of equality protected characteristics.

Action through Procurement and Partnerships
We aim to ensure all major procurement partners operate appropriate policies aligned to the Equality Act 2010.
How we will achieve these aims

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<th>Our aims:</th>
<th>We will:</th>
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<td>Draw Board and staff applicants from a wide pool, ensuring we represent our diverse communities, and make sure they receive regular Equality, Diversity and Inclusion training.</td>
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<td>Promote employment opportunities for underrepresented groups.</td>
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<td>Analyse workforce profiling information to ensure there is no bias in employment policies.</td>
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<td>Ensure customers and staff have equal access to services by monitoring outcomes against protected characteristics.</td>
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<td>Regularly review employment terms and conditions, ensuring there is no bias against protected characteristics.</td>
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<td>Provide staff training on vulnerability issues, ensuring customers are well supported.</td>
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<td>Make all documents available in accessible formats.</td>
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<td>Ensure our offices are accessible to customers and staff.</td>
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<td>Treat customers and staff with respect and dignity.</td>
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<td>Have appropriate systems in place to capture customer profiling information.</td>
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<td>Visit customers every two years and update information to ensure our data is accurate.</td>
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<td>Analyse customer satisfaction by protected characteristics to help eliminate discrimination.</td>
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<td>Use information to eliminate discrimination in service delivery.</td>
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<td>Use census information to understand our customer base against the wider population.</td>
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Our aims: We will:

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<th>Shaping Services</th>
<th>Hold forums to consult with customers on our services, ensuring all views are considered.</th>
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<td>Undertake Equality Analysis for Services and Policies, and monitor completion of actions to make sure no discrimination takes place in employment or services.</td>
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<td>Monitor harassment cases by protected characteristics to identify any discrimination and take action.</td>
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<td>Offer adaptations as standard as part of the Investment programme to improve accessibility.</td>
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<td>Consider accessibility in all properties to determine the specific requirements of any particular group.</td>
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<td>Challenge misconceptions or stereotypes wherever possible.</td>
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<td>Action through Procurement and Partnership</td>
<td>Engage with key contractors to support delivery of Equality, Diversity and Inclusion training.</td>
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<td>Ensure all procurement decisions consider Equality, Diversity and Inclusion, and are an integral part of a tender exercise.</td>
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<td>Ensure specifications to deliver developments meet inclusive design principles, and that those tendering and supplying can meet these requirements.</td>
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<td>Engage with key contractors to agree appropriate Equality, Diversity and Inclusion targets to meet the principles of our Equality and Diversity Strategy.</td>
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What can you expect from us?

- To contribute to a working environment that is without discrimination, accessible, comfortable, healthy, well maintained, welcoming, and free of harassment, victimisation, and bullying.

- To demonstrate and share a commitment to valuing equality and diversity, and develop attitudes and behaviours that support this.

- To challenge what is considered to be unacceptable behaviour, be pro-active with regard to diversity, and take personal responsibility to promote good practice and create change.

- To identify our own learning and development needs on equality, diversity and inclusion issues continuously, and undertake relevant training to maintain and improve knowledge and contribute to the learning and development of others.

- To consider what may be offensive to others.

- To recognise that it is unacceptable to withhold information and knowledge necessary to allow others to undertake their duties.
How to report a concern

You can report any concerns on 0800 169 2407.

If your service has a specific whistleblowing number, please add it below:

For suggestions, feedback, or ideas about equality, diversity and inclusion, please contact us.

Tel: 0800 169 2407 or 01282 686300
Email: contact@calico.org.uk
For more information

Contact Information:

www.equalityhumanrights.com

www.gov.uk/equality-act-2010-guidance

www.calico.org.uk

Calico, Centenary Court, Croft Street, Burnley, BB11 2ED

Telephone: 0800 169 2407 / 01282 686 300

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