

Boston Indoor Bowling Club

Boston Indoor



Bowling Club

EQUALITY, DIVERSITY AND INCLUSIONS POLICY

1 Introduction

The Boston Indoor Bowling Club Limited is committed to equality of opportunity in all aspects of its work, and values the rich social and cultural diversity of the communities. It understands that the people who provide and use the services have diverse characteristics and different experiences, needs and aspirations.

One of the key values, underpinning the work, is to include the whole community, treating people with fairness and offering equal consideration, valuing the different contributions they make.

The Boston Indoor Bowling Club Limited recognises that people face exclusion, discrimination and harassment as a result of any one or more aspects or perceived aspects of their identity (or by association with people of different characteristics) such as:

Having or not having religious beliefs	Physical or mental disability and health needs	Asylum status	Gender identity
Age		Family status, (including civil partnerships, caring responsibilities and pregnancy and maternity	Domestic violence
Language and Literacy	Low income and employment status		Race, colour and ethnic or national origin including gypsies and travellers
	Sexual orientation		

In providing services, employment, governance and procurement, we will actively promote equality and inclusiveness for all of our members, staff, volunteers and Directors, and challenge discrimination and exclusion.

We will make sure that our volunteers, staff and Board of Directors reflect the diversity of our local communities and that all of those with whom we work are aware of our commitment to equality and diversity.

We will:

- Seek to eliminate barriers and ensure that volunteers and staff feel that they have been fairly treated.
- Develop and deliver plans of action to help people achieve their full potential, promoting good relations.

Promoting equality and inclusiveness is core to our business. It is therefore, the responsibility of all of the Directors, staff and volunteers working on our behalf to adhere to and implement this policy.

1.1 Our commitment through governance

The Board of Directors will visibly demonstrate its leadership in promoting an organisational culture which values equality and diversity by:

- Nomination of a Director to be part of the Equality and Diversity working group, alongside volunteers and staff.
- Monitoring performance in the delivery of this policy as part of a strategy review and an annual review of Equality and Diversity.
- Regularly review of key policies and strategies, including equality impact assessments, to ensure that they do not directly, or indirectly, discriminate against groups of people.

We will seek to reflect the diversity of our communities in the composition of the Board of Directors. All Directors will receive training on equality issues.

1.2 Our commitment as a service provider.

1.2.1 Knowing our communities

In order that we can develop services and facilities that are accessible, relevant and of use, now and in the future, to the individuals within the communities in which we work, we will gather information from our volunteers, staff and partners on:

- The composition of local populations
- The composition of our volunteers, Directors and staff
- Individual needs

We will use equality and diversity data in all areas to measure satisfaction.

We will ask questions regarding age, gender, race, disability, sexual orientation and religion, offer the option not to answer the question, but we will not ask questions regarding gender re-assignment as we consider our population is too small and to do so may result in an inadvertent breach of confidentiality. We will raise awareness about why we ask all of these questions and what we do with the information.

1.2.2 Raising awareness within our communities

Key objective of our marketing strategy will be to:

- Raise awareness of the Boston Indoor Bowling Club Limited in local communities, particularly those where we have identified an under-representation.
- Project positive images of diversity.
- Raise awareness of our approach to equality, diversity and inclusion.

We will actively work to establish close relationships with people from minority groups to help us identify their needs.

1.2.3 Servicing individual needs

We are committed to providing excellent service delivery to all of our members.

In designing our services and training our staff, we will be mindful of recognising individual needs and, whilst also considering value for money, ensure that we are adaptable in meeting those needs and removing barriers which may exclude people. We will endeavour to offer choices in the services we offer and the way we deliver them.

This will include providing clear information in ways that are accessible and meet a diverse range of needs.

1.2.4 Influencing our services

We will actively consult people within local communities about what services we offer and how accessible and relevant our services are. In the way we consult and involve members, we will strive to give every member an equal opportunity to express their view and influence decision-making. This will include taking active steps to encourage engagements from under-represented groups by offering a wide range of opportunities and practical support to people to enable them to participate.

1.2.5 Working with partners to maximise resources available to communities

We will actively seek out opportunities to work with local authorities and specialist organisations that deal with ‘disadvantaged’ groups where, by doing so, we can:

- Obtain feedback and good practice to improve our approach
- Offer additional services to meet specific needs
- Influence local strategies to address unmet needs in our communities
- Gain access to funding or resources which will benefit our business

1.2.6 Tackling discrimination and harassment

We will challenge and address discriminatory behaviour or acts of harassment by or towards volunteers, staff, Directors, service users or contractors. If such behaviour is encountered, we will take appropriate action which may include dismissal, termination of volunteer position or removal from our approved contractor list.

1.2.7 Contractors

To achieve and retain a place on our approved contractor’s list, we will require contractors to declare a commitment to upholding the principles of equality and abiding by our Equality, Diversity and Inclusion Policy.

All Contractors offering services will be monitored on an annual basis regarding the equality training offered to staff, the composition of their staff team, the adaptability of their service to meet individual needs and customer feedback.

We will promote initiatives to offer training and employment to under-

represented or disadvantaged groups.

1.3 Our Commitment as an Employer

1.3.1 Working Environment

We aim to provide a working environment which is friendly, supportive, where each person is able to give his or her best, and where discrimination or harassment does not occur, and is known to be unacceptable.

As such, we will endeavour to identify and meet different work-related needs such as providing physical adaptations or equipment, and reviewing working arrangements for people with disabilities, having ‘family-friendly’ policies and being sensitive to cultural and religious needs of our staff and volunteers.

We will regularly raise awareness of this policy with our staff and volunteers to ensure everyone treats each other with dignity and respect. We will ensure that staff feel safe to report incidents of discrimination or harassment to us, without fearing prejudice, and confident that we will act appropriately, in accordance with strong policies and procedures.

1.3.2 Recruitment

The principles of equality and diversity are central to make sure that we attract and recruit the best candidates to our posts; people who have the skills and understanding to achieve our vision, operate in accordance with our values and serve everyone in our business.

We will require all staff involved in recruitment to be trained in applying equality and diversity principles in the recruitment process.

In fulfilling our aims to promote equality, tackle discrimination, and understand and meet the needs of our diverse communities, it is important that our staff and volunteers reflect the composition of our communities.

To help us achieve this, we will:

- Monitor the composition of our volunteers and staff at all levels, identify under-representation.
- Monitor our recruitment process from application to employment/volunteering to identify barriers.
- Actively promote the Boston Indoor Bowling Club Limited as widely as possible to raise awareness amongst under-represented groups including advertising vacancies in a range of ways and participating in training and work-experience schemes.
- Offer career development opportunities to all staff and volunteers.

1.3.3 Training and Awareness

Staff and Volunteers are the key to the successful delivery of our approach to

customer care and equality and diversity. We believe that only a well-trained and informed staff/volunteer team can deliver excellent service.

Equality, diversity and customer care training will start at induction with regular opportunities each year for refresher training. The aim of the training will be to:

- Promote positive attitudes to customer care and equality and diversity.
- Reinforce personal responsibility for implementing this policy.
- Ensure we keep in line with new legislation and good practice.
- Continuously improve our service.

Staff and volunteers will be expected to participate in equality and diversity training.

We will encourage all staff and volunteers to fulfil their potential by giving fair access to training and development opportunities. To promote this, we will train the Manager to conduct personal and career development reviews effectively.

We will seek to ensure that, regardless of work location or pattern, we provide equal access to information and consultation for all staff.

1.3.4 Human Resources policies and procedures.

We will carry out equality impact assessment of our Human Resources policies to ensure that they are fair and not discriminatory.

2 Definition

Equal treatment involves much more than simply treating everyone alike; it requires recognition that some groups and individuals have particular and specific needs that need to be met if they are to enjoy equal access to the services and opportunities offered by the Boston Indoor Bowling Club Limited. We recognise that the Boston Indoor Bowling Club Limited may need to provide its services in a range of different, or more flexible, ways in order to ensure genuine equality of access, or opportunity, for groups and individuals who approach the organisation from a position of persistent or longstanding disadvantage.

Valuing diversity involves an acknowledgement of the benefits and intrinsic worth derived from the range of difference within our community, and fostering it as a strength. We aim to celebrate and to value the difference between individuals' cultural, social and intellectual contribution to the Boston Indoor Bowling Club Limited, and will seek to promote greater mutual understanding between groups and individuals who reflect these differences, and will seek to utilise the talents and experiences that each and every individual can bring to the business.

Inclusion involves the Boston Indoor Bowling Club Limited and its staff in designing and operating flexible services, practices and procedures that take appropriate account of the needs of volunteers, staff and visitors. For example, all aspects of the Boston Indoor Bowling Club Limited experience must be accessible to people with a range of disabilities.

3 Procedure

3.1 Statutory Requirements

The law imposes an obligation on employers not to discriminate against disabled people on grounds relating to their disability. If this is unavoidable in the sense that their disability makes them unable to perform a key function of the job/role, or it is too expensive or impracticable for some other reason to change the physical features of the premises or change other arrangements, which place disabled employees or volunteers at a disadvantage. The Boston Indoor Bowling Club Limited's policy is to comply with those statutory obligations in a positive manner.

3.2 Recruitment and Selection

The Manager, in consultation with the Board of Directors, will ensure that:

- All job/role descriptions/personnel specifications and recruitment advertisements are drafted in such a way as to make clear which are the essential requirements of the position and consideration will be given to making reasonable adjustments to job/role descriptions/personnel specifications to accommodate the needs of disabled people.

The person responsible for recruitment must inform the reception desk and other relevant staff/volunteers when a disabled person is arriving for interview and instruct them on the sort of help which may be required.

Where doubts exist over a disabled applicant's ability to perform the full duties of the position concerned, a trial period may be offered.

Where adaptation of premises is required to enable a particular disabled person to take up employment or voluntary position, the matter should be discussed with the person responsible for the site and facilities who will liaise with the Disablement Advisory Service where appropriate.

In cases where advice is needed on a medical condition or on the safety implications of recruiting a disabled employee/volunteer, the Manager will contact a Doctor for guidance.

3.3 During Employment

All employees and volunteers are expected to show consideration towards their disabled colleagues. Where special steps need to be taken to ensure health and safety, members of the department concerned, together with safety and other employee representatives, will be briefed by the person responsible for site and facilities.

Training and promotion opportunities must be available to all, regardless of disability. The Manager is responsible for monitoring the application of the equal opportunity policy throughout employment. An extended trial period may be offered to a disabled employee/volunteer where it is considered appropriate by the Manager.

3.4 Disabilities arising during Employment

When an employee/volunteer becomes incapable of carrying out his/her normal duties because of a disability, consideration will be given to reasonable adjustments to the job and working conditions, redeployment and retaining.

Where necessary, the Manager will arrange through the Disablement Advisory Service for an employee's capabilities to be assessed with a view to identify suitable alternative work for that individual.

3.5 Termination of Employment

3.5.1 Capability - where an employee's performance falls to an unacceptable low standard through a deterioration in his/her disability, the Manager, together with a Director and the employee concerned, will:

- Explore the possibility of restructuring the job to allow continuation.
- Consider alternative employment.

If having considered the above option, it is apparent that the employee cannot realistically continue in employment, a decision to dismiss may be taken only by a Director of the Boston Indoor Bowling Club Limited following consultation with the employee, his/her representative and the disablement resettlement officer.

3.5.2 Misconduct - when a disabled employee's conduct (for reasons unconnected with the disability) is unacceptable, the Boston Indoor Bowling Club Limited's normal disciplinary procedures will be followed.

3.5.3 Redundancy - in a redundancy situation the special circumstances of disabled employees will be given appropriate consideration.

3.5.4 Appeals - disabled employees who wish to appeal against a disciplinary sanction or a dismissal decision should use the Boston Indoor Bowling Club Limited's normal appeals procedure.

3.6 Employee Representatives

Employee representative, alongside the Manager, have responsibilities for ensuring that the Boston Indoor Bowling Club Limited's policy is applied fairly and consistently.

The Boston Indoor Bowling Club Limited's policy and procedures concerning the employment of disabled people will be reviewed regularly and information disseminated to all employees.

5 Scope

We expect all staff, volunteers, visitors, partners and contractors to behave in accordance with this policy and to have regard for the Boston Indoor Bowling Club Limited values. The principles of equality, diversity and inclusion apply to the way in which staff and volunteers should treat each other, and to all visitors, contractors and sub-contractors, service providers, suppliers, former staff and other persons associated with the functions of the Boston Indoor Bowling Club Limited.

6 Responsibilities for implementation

All staff and volunteers have responsibility to implement this policy, as itemised on each job/role description. We will ensure that staff and volunteers understand that they can be held personally liable as well as, or instead of, the Boston Indoor Bowling Club Limited, for any acts of unlawful discrimination or harassment.

The following outlines areas of specific responsibility:

Directors and the Management Team

- Leadership in ensuring the Boston Indoor Bowling Club Limited culture embraces equality, diversity and inclusion and that this policy underpins all aspects of our work.
- Ensuring this policy is implemented
- Supporting objectives with resources

Managers

- Implementation of this policy in his/her area, including Equality Impact Assessments, and development of action plans. Ensuring action plans are reported to the Board of Directors
- Have regard to equality issues in all decision making
- Ensure that the aims and the values embodied in this policy are appropriately reflected in all job/role descriptions, person specifications and annual appraisal reviews
- Incorporating recommendation from the Management Team into service action plans
- Allocate staff/volunteers time to the implementation of agreed actions. Monitor progress on actions.
- Promote the importance of Equality, Diversity and Inclusion and reinforce adherence to this policy
- Challenge any actions or inappropriate behaviour which is in conflict with the values and principles laid down in this policy
- Deal with complaints, fairly, thoroughly, quickly and confidentially
- Supporting and developing staff/volunteer potential and encouraging personal growth and training.
- Ensure that any partners comply with this policy
- Ensure staff and volunteers know how to report any instances of discrimination, bullying and harassment without fear or victimization

Staff

- Take personal responsibility for, and a positive approach to, understanding this policy and

- putting it into practise, seeking training as appropriate
- Set an exemplary standard for others
- Develop volunteer understanding and realisation of equality, diversity and inclusion
- Promote equality, diversity and inclusion and ensure that actions do not wittingly or unwittingly lead to unfair or discriminatory treatment of others
- Challenge discriminatory behaviour
- Support colleagues/volunteers who may be experiencing discriminatory behaviour by encouraging them to report it informally or formally
- Bring any concerns regarding discrimination in the workplace to the attention of the Manager

Boston Indoor Bowling Club Limited Community

- Ensure understanding of this policy and seek guidance if there are any questions
- Promote equality, diversity and inclusion for others and strive to create a safe, supportive and welcoming environment
- Challenge inappropriate behaviour or discrimination
- Report unacceptable behaviour in accordance with the Boston Indoor Bowling Club Limited's policies and procedures

Visitors

- All visitors to the Boston Indoor Bowling Club Limited will be expected to comply with this policy whilst on the Boston Indoor Bowling Club Limited premises or in the execution of the Boston Indoor Bowling Club Limited business.

7 Monitoring

We will annually assess the effectiveness of the Equality, Diversity and Inclusion Policy, through collection and analysis of data to produce annual reports to the Board of Directors. Data, conclusions and recommendations will feed into the Boston Indoor Bowling Club Limited's strategic plan.

In order to achieve this, the Boston Indoor Bowling Club Limited will annually produce data and details including, but not limited to:

- Its equality diversity and inclusion objectives and action plan
- The profile of the staff and volunteer population across the Boston Indoor Bowling Club Limited
- Volunteer applications and acceptances
- Recruitment and selection of staff and volunteers
- Complaints, including harassment and bullying, grievances and disciplinary proceedings for staff and volunteers.
- Staff equality training

8 Communicating this Policy

All applicants, for Board of Directors, Staff and Volunteers, will receive a copy of this policy. It will be available from the Manager of the Boston Indoor Bowling Club Limited

This policy will be made available via the website and a summary version will form part of the Staff Handbook.

It will also be provided to contractors.

9 Consultation

The Boston Indoor Bowling Club Limited seeks to foster the active involvement of volunteers and staff in promoting equality, diversity and inclusion across the many functions of the Boston Indoor Bowling Club Limited, using feedback from volunteers and staff, including any complaints, to identify how the Boston Indoor Bowling Club Limited's commitment to equality, diversity and inclusion can be more effective.

10 Review

This policy will be reviewed as required by changes in legislation or regulation. It will also be considered at the annual review of Equality and Diversity to ensure that it captures good practice.

This policy replaces all previous Equal Opportunities Policies within the Boston Indoor Bowling Club Limited.