

Equality & Diversity Policy

1. Statement of Intent

- 1.1 First Choice Equipment Ltd., trading as Resolve is committed to achieving equality and diversity throughout the organisation both in relation to the services we provide and in fulfilling our responsibilities as an employer. We are committed to and encourage a diverse culture that challenges prejudicial behaviours and breaks down barriers. We regard promoting the principles of equality and diversity as core to all our corporate objectives and activities.
- 1.2 Within this general framework we will consider the nine protected characteristics of the Equality Act 2010 which are: race (including colour, ethnic and national origin), gender, gender reassignment, disability, sexual orientation, religion or belief, age, marriage or civil partnerships and pregnancy and maternity explicitly.

2. Definition

- 2.1 This Policy sets out Resolve's approach to equality and diversity and specifically addresses the following issues:
 - Corporate commitment and governance
 - Staff responsibility
 - Communication – Access to information
 - Recruitment and selection of staff and board
 - Employment and training and development
 - Partners, Contractors, and Suppliers
 - Selection and allocation of housing and other services
 - Support services
 - Lettings and service delivery
 - Customer and staff harassment
 - Target setting monitoring and reporting

3. The Policy

- 3.1 Corporate commitment and governance - we recognise that:
 - The Executive and management need to be committed to participating in equality and diversity activities to drive the strategic goals of Resolve.

- Board and committee activities should aim to reflect the diverse communities we serve
- Our equality and diversity strategy and policy should be considered annually and endorsed at board level

3.2 Staff responsibility

- All staff and members are expected to comply with the organisation's equality and diversity policy.
- Staff and members are expected to champion equality and diversity and act in a way which demonstrates Resolve's commitment to equality and diversity.
- We will investigate illegal discrimination and take appropriate action.

3.3 Communication – Access to information

- We recognise access to information is essential in achieving equality and diversity. We aim to make our communications accessible to our customers and the communities we work with
- We recognise communication with our staff will make a difference in improving performance. We commit to ensuring that our staff understand the business case for equality and diversity and will aim to make our communication tools, such as our website and other forms of communication, open and accessible.
- We will gather and analyse customer profiling information to ensure we are communicating and providing an appropriate service that meets our customers' needs.

3.4 Recruitment and selection of staff and board

- Our recruitment process for our staff emphasises individual skills, abilities and experience rather than formal qualifications alone. This enables any person to demonstrate their ability to do a job. Selection criteria contained within job descriptions and person specifications are regularly reviewed to ensure they are justifiable, essential for the effective performance of the job and do not unfairly discriminate, directly or indirectly.
- Staff or members involved in interviews are trained and this includes understanding of equality and diversity. We will ensure that more than one person is involved in the selection process

and where possible that the selection panel is diverse. We are committed to selecting fairly and within our commitment to equality and diversity.

- Positive steps will be taken to ensure we publicise vacancies to our communities and we will aim to increase recruitment within the communities that are under- represented within our workforce or our members.
- Equality monitoring questionnaires are used for monitoring the selection process to ensure equality and diversity.

3.5 Employment and training and development

- Resolve's members and staff receive training to reinforce our commitment to equality and diversity. Ongoing training will take place to ensure new staff and members understand equality and diversity.
- Managers will receive training to support them in analysing the impact of our policies and processes on equality and diversity.
- Staff who are under-represented within management tiers will be encouraged to apply for training and development opportunities wherever possible to enable them to compete on equal terms for jobs and promotion.
- Access to staff training will be monitored to ensure equal access.
- Staff will be involved in the development of equality and diversity initiatives.
- Staff and members will be briefed regularly on equality and diversity performance achievements.

3.6 Partners, Contractors, and Suppliers

- We aim to work with partners, contractors and suppliers who are committed to equality and diversity and comply with a code of conduct supporting equality and diversity.
- We are committed to supporting and promoting equality and diversity with our suppliers, contractors and partners.
- We will monitor our tendering process and supplier policy and endeavour to ensure we work with an increasingly diverse list of suppliers.

3.7 Selection and allocation of housing and other services

- Decision on the selection and allocation of housing and other services is made in a fair, reasonable and flexible manner.
- To ensure implementation of our equality and diversity policy we monitor applications and lettings and evaluate and report on outcomes.
- Our complaints procedure deals with incidents of illegal discrimination.

3.8 Support Services

- Our support packages consider and reflect the diverse needs of the people we support.
- We monitor the profile of the people we support.
- Incidents of illegal discrimination will be investigated using our complaints procedure.

3.9 Lettings and service delivery

- We wish to develop services that meet the needs and aspirations of our local communities. We are committed to consulting with our customers to establish their needs and requirements. Where required we will work in partnership with other organisations to ensure that needs are met.
- We monitor and report the satisfaction of our customers with respect to standard of service, accommodation, and quality of work.
- As well as ensuring services are suitable for current needs we will aim to respond to changes in customer and community needs.

3.10 Customer and staff harassment

- Harassment and bullying at work undermines organisational performance and cannot be allowed to go unchallenged. We have a policy to deal with all forms of harassment and bullying of staff or customers, which includes the protection of anyone from victimisation. Our anti-harassment and bullying policy considers equality and diversity throughout.
- Complaints from staff or customers will be dealt with swiftly and confidentially and staff will be protected against victimisation from making, or being involved in, a complaint. Intentionally false allegations will be considered as a form of harassment and dealt with appropriately.

- Discrimination, harassment/bullying and victimisation will be treated as disciplinary offences and dealt with under the disciplinary procedure.
- Employees have a right to pursue a complaint concerning discrimination, victimisation or harassment through our grievance or anti-harassment procedures.

3.11 Target setting monitoring and reporting

- We understand the business case for equality and diversity and translate this consistently into our practice.
- Our monitoring system will measure and report on performance and outcomes.
- The impact of our reports on equality and diversity are considered by using an equality analysis process.
- Action on the outcomes of monitoring will be part of equality and diversity implementation.

This policy is ongoing and will only be subject to change if completely necessary.

Signed & dated on behalf of Resolve.



Matt Hamill, Director
3rd August 2020

