

Equality and Diversity Policy

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Policy Statement

Tudom Care Limited is committed to achieving a working environment which provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, gender assignment, age, disability or special needs. Tudom Care Limited is also committed to building a workforce that is diverse and reflects the community around us.

The aim of Tudom Care Limited is to promote equal treatment for all employees, customers and service users irrespective of race, colour, sexual orientation, gender assignment, nationality, ethnic origin, religion, political belief, disability, age, gender, sexual preference or marital status; and that this is managed in compliance with equality and diversity legislation and accepted codes of practice.

We aim to ensure that no job applicant, staff member, volunteer, organisation or individual we provide services to will be discriminated against by us.

The company understands discrimination to mean the treatment of one person more or less favourably than another on the grounds of race, religion, sex, class, sexual orientation, gender assignment, age, disability or special need. Discrimination may be direct or indirect. Direct discrimination is deliberate.

Discrimination is indirect when an unnecessary condition or requirement is imposed, whether intentionally or inadvertently, such that the proportion of members of one group who can

Equality and Diversity

Tudom Care Limited is committed to a policy of equality and diversity for all and requires all staff and service users to abide by and adhere to this general principle and to the requirements of the Code of Practice laid down by the Equal Opportunities Commission and the Commission for Racial Equality.

In particular in this organisation:

- Discrimination on the grounds of race, colour, ethnic or national origin, religion, class, disability, special needs, sex, sexual preference, gender assignment, gender-reassignment or marital status or membership or non-membership of a trade union will not be practiced or tolerated
- The organisation expects all employees and service users, of whatever grade or authority, to abide by and adhere to this general principle, which is outlined in job descriptions and induction materials for staff and service users
- Staff will be promoted, employed and treated fairly on the basis of their ability and merits and accordingly to their suitability and no one will be disadvantaged by a condition or requirement, which is not justified by the genuine needs of their job or of

- The organisation is committed to challenge any form of discrimination it encounters
- In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the organisation will be based in merit, qualifications and abilities
- Employees or service users with questions or concerns about any type of discrimination in the organisation are encouraged to bringing these issues to the attention of the organisation management or owner
- Any breach of this policy should be reported to the a senior, responsible member of the organisation staff; breaches will be dealt with through the organisation's disciplinary procedures
- All marketing materials will be free from discriminatory assumptions, images and language.
- Data collection for ethnic origin will be collected and analysed by Tudom Care Limited and shared only with the funding organisation
- Recruitment and selection of employees will comply with equality and diversity legislation

Dealing With Complaints Of Discrimination

Any staff or service user who believes that they are subject to discrimination at work, either by the organisation or by another employee, can have recourse to the organisation grievance procedure as set out in their terms of employment or learning contract. Some discriminatory acts may contravene the Sex Discrimination Act 1975 or the Race Relations Act 1976.

These and other forms of discrimination will be taken seriously by the organisation. Failure to comply with the Equality and Diversity Policy and proven acts of discrimination by an employee will be handled under the organisation's disciplinary procedure.

The company will not tolerate any form of bullying or harassment. Should a situation arise or be reported it will be fully investigated with any action to be taken recorded to rectify the matter.

Complainants should:

- Record the details of what happened or of the specific nature of the complaint
- Record details of when and where any occurrence took place
- Record the names and contact details of witnesses of appropriate

All complaints should be dealt with as fully confidential

Diversity

Diversity is now the most frequently used term for the value which encapsulates giving every service user equal opportunities irrespective of ethnic background, language, culture, faith, gender, age, sexual orientation or any other lifestyle feature which might be a pretext for discriminatory attitudes or behaviour, and respecting and welcoming the varied contributions individuals can make precisely because of their differences.

It is formally enshrined as a main principle or value in the CQC Standards, which require agencies to have a policy on the provision of non-discriminatory practice and to incorporate anti-discriminatory practice and cultural awareness into induction courses.

Tudom Care Limited will express its commitment to diversity by:

- Positively communicating to its service users that their diverse backgrounds enhance the worth of the community
- Respecting the ethnic, cultural and religious practices of its service users as expressed in their behaviour, relationships or domestic environments
- Ensuring that negatively discriminatory behaviour by staff is not allowed or when it occurs is speedily corrected
- As far as possible accommodating individual service users' eccentricities and idiosyncrasies without negative comment
- Helping service users to celebrate events, anniversaries or festivals which are important to them as individuals

Training

All new staff and learners should be encouraged to read the policy on equality and diversity as part of their induction process.

Existing staff may be offered training to National Occupational standards covering basic information about equality and diversity and discrimination including the following:

- Sex Discrimination Act 1975 (as amended)
- Race Relations Act 1976
- Sex Discrimination (Gender Reassignment) Regulations 1999

Staff are also required to attend ongoing, regular equality training updates to ensure that equality and diversity is always part of their work.

Equality, diversity and anti-racism training is compulsory and it is a condition of terms of employment. Managers are responsible for organising and co-ordinating training.

All existing staff will undergo training and/or briefing to enable them to meet the requirements of this policy and should be offered advice and guidance to ensure they understand their responsibilities under the law and the organisation's policy.