First they came for the Communists, and I didn’t speak up, because I wasn’t a Communist. Then they came for the Jews, and I didn’t speak up, because I wasn’t a Jew. Then they came for the Catholics, and I didn’t speak up, because I was a Protestant. Then they came for me, and by that time there was no one left to speak up for me.

by Pastor Martin Niemöller, 1945
Foreword

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Foreword

Olmec is Presentation’s community investment foundation which delivers programmes that have a positive impact on society. We are driven by the principles of self-help, empowerment and social justice.

We are pleased to be able to present the Guide to Equalities and Diversity in the Third Sector which has been produced following consultation with relevant stakeholders in the field. When Olmec undertook this challenge 18 months ago, we wanted to analyse whether third sector organisation were effectively measuring, monitoring and setting performance targets around equality and diversity. As a result of this research we put together this Guide detailing background information, legislation, toolkits and other resources that would help us all incorporate better practices. The Guide reflects the areas that the participants identified as priority.

In the process we gained very valuable information about the sector, their aspirations, ambitions as well as some of the constraining factors that still act as barriers in fully implementing good practice in equalities and diversity. I have to say that we were also touched by the incredible response that we obtained from various organisations and by the overwhelming commitment to equality of outcomes that characterises our daily efforts. This has inspired us to take this project to where we are now and has given us the confidence that the sector is willing to take the steps towards best practice.

We hope that by producing and disseminating this Guide, Olmec has played a part in supporting the third sector in mainstreaming equality and diversity. This Guide, as a starting point, will enable us all to take our collective responsibility to making society a better place for everyone to live and work. We believe that this journey must begin with the fundamental values that drive the sector: the values of inclusiveness, fairness and respect for all. We need to translate these values to commitment and actions that will deliver the best outcomes for the people that we are set up to serve and for the people we engage as volunteers and staff.

Pam Brown
Chair
Presentation Group
Olmec would like to thank all our colleagues and organisations that have had an input into this Guide.

We would particularly like to thank the advisory group for this project which comprised of Jake Elliott (the Performance Hub); Tim Brogden (London Voluntary Service Council); Clive Attenborough and Carol Mack (Association of Charitable Foundations); Linda Bellos (Diversity Solutions); and Jill Walsh (Capacity Builders). Without their patience comments and guidance we would not have been able to complete this Guide.

The input of Yasmin Jennings for researching resources for the Guide and Linda Bellos for editing it has been invaluable.

The following contributed by reading and correcting chapters relevant to the work of their organisation: Isabel Hudson (Women’s Resource Centre); Tim Brogden (London Voluntary Service Council); Graham Jordan (Faith Regen Foundation); Tracy Dean, (Press for Change); Dinah Cox (Race on the Agenda) and Liz Sayce (Radar).

We would also like to thank the following organisations who provided us with extra information, ideas, advice or case studies: London Voluntary Service Council; Groundwork UK; Manton Community Alliance; Rippon CVS; Volunteer Centre Tameside; Mersey Disability Federation and Neurosupport; Together for Peace; Oxfam UK Poverty Programme; Age Concern London; the National Centre for Diversity; and Committed to Equality.

Finally, we would like to thank Lloyds TSB, Presentation and Awards for All for providing us with the funding to be able to produce this Guide.
The UK is a diverse and multicultural society. People of different religions or beliefs, sexual orientation, race, age, gender, economic resources and disability live side by side. Yet inequality persists in our society.

Equality and diversity is a natural agenda for many third sector organisations set up to make society a better place to live and work. The third sector has been vociferous in its campaigning for equality and justice. Well known examples include Liberty, which promotes civil liberties, Stonewall, which has actively pushed for access to rights for the lesbian, gay and bisexual community; and Race on the Agenda which has championed race equality in London.

The legal context

Over the past forty years there have been moves to tackle discrimination and endemic inequality through legislation. In the 1970s, Britain implemented a range of equality laws, including the Equal Pay Act 1970, the Sex Discrimination Act 1975 and the Race Relations Act 1976. The first Disability Discrimination Act came into effect in 1995. However, these laws did not lead to rapid change that resulted in equality for everyone. In part, this was because few people understood how to bring about effective change that would eliminate unlawful discrimination.

Amendments to equality legislation have helped to increase the impact of Britain’s equality laws. Statutory general and specific duties require over 43,000 UK public bodies and some third sector organisations to actively promote race, disability and gender equality.

Legislation has continued to evolve and address areas previously not covered. For example, Parts 2 and 3 of the Equality Act 2006 came into force, which prohibit organisations from unlawful discrimination on grounds of religion and belief, and sexual orientation, when providing goods, facilities and services. Most recently, the Government is proposing a Single Equalities Act for Great Britain which it hopes will produce a more streamlined legislative framework. This should result in greater clarity and better outcomes for those experiencing discrimination. The third sector has played an active part in the consultation on the Discrimination Law Review, the Government’s consultation that will lead to the creation of a Single Equality Bill. Third sector organisations have come together to ensure that the provisions in the proposed Act are stronger than those proposed in the Discrimination Law Review.

The equalities landscape has further changed since the setting up of the Equality and Human Rights Commission (EHRC) in 2007. This commission replaces the work of the legacy Commissions (Commission for Racial Equality, Equal Opportunities Commission and the Disability Rights Commission) and has responsibility for the other equality areas of human rights, sexual orientation, age, religion and belief. The third sector should make full use of
the Equality and Human Rights Commission’s extensive online resources. The sector should also respond to all consultation, involvement, grant-making and other opportunities offered by the Commission.

**Equality and diversity in the third sector**

Alongside this there have been some exciting developments in equalities and diversity within the third sector itself. The National Equality Partnership1 was awarded funding by Capacitybuilders to deliver the National Support Service in Equalities. It aims to improve support to frontline equality organisations, run by people who experience discrimination and abuse, by supporting equality networks and increasing collaboration between equalities and generalist support providers. They also intend to improve support providers’ abilities to support all frontline organisations on equality, diversity and human rights. Their aim is to give equalities organisations a higher profile within the third sector.

With the political, legal and social context relevant to the equalities and diversity agenda continually changing, third sector organisations are challenged with the requirement to keep up with these changes and to ensure that they are delivering best practice. There is no shortage of toolkits and resources that can assist the sector in embedding and delivering best practice in equalities and diversity. However, organisations will need to invest a considerable amount of time to access the plethora of information available.

In Olmec’s research Total Equalities System Research Report (Lloyd & Ahmed, 2008) we found a high level of commitment to equalities and diversity in the sector. However, the key barriers to implementing good practice were time and resources. The research found that organisations did not want the production of any more toolkits, nor any other quality standards on equality. What was more important to organisations was assistance in selecting the most appropriate standard and toolkits for their areas of work. Organisations also required assistance in defining what equalities mean for them and how to set equalities targets and performance measurement frameworks. The sector wants better signposting to the available training, support and resources on equalities and diversity that are most relevant to them.

**The purpose of the Guide**

This Guide has been produced as a direct result of the research and recommendations from the research conducted by Olmec. It aims to address the time and resource constraints identified by the sector. Its main purpose is to:

- provide an easy to use reference resource for the third sector:
  - enable third sector organisations to access relevant available support;
  - ensure that resources available for the sector are easy to find;
  - assist the sector in improving its performance on equalities and diversity;
  - ensure that promoting diversity remains an achievable ambition of the sector.
How to use the Guide

The Guide has pulled together available information on equality and diversity as well as toolkits, publication, resources, quality standards, relevant organisations, websites, training and support. The majority of resources are relevant to organisations irrespective of their size, although some resources may be more relevant and appropriate to organisations of particular sizes and types. In producing this Guide we have focused on the areas specified by the organisations taking part in Olmec’s research. Each section includes an introduction to the topic, a list of resources, and where relevant case studies and examples of good practice.

By listing the resources in this Guide, Olmec is not endorsing them but merely making them known to organisations. Throughout the Guide we make references to legislation. The information on legislation is intended as a Guide rather than comprehensive legal advice. If you are concerned that you are not meeting a legal requirement, you should always seek appropriate legal advice.

Whilst we have tried to be as comprehensive as possible, there will inevitably be resources which we have omitted and organisations that are not listed. We also appreciate that the evolving nature of this field of work will mean that information will become outdated at some point. As we find out about more resources, we will update our website. If, in the course of your work, you find other resources that may be of use to others, please get in touch with us and we can add it to the website resource list.

The Guide is divided into 3 parts. The first part has four sections. It takes an organisation through how to implement better practice in equality and diversity within their organisation. The second part has three sections which cover human rights, the public sector duties and the six equality strands. Section 3 provides a glossary and a complete list of organisations and resources.

The Guide is a flexible resource. The reader can use the whole Guide or just the sections most relevant to their work.

Part One

Section One: Provides definitions of equality and diversity

Section Two: Makes the case for equality and diversity

Section Three: Provides information on how to conduct an equality audit, devise an action plan to improve practice and carry out an assessment and review of your work

Section Four: Is dedicated to benchmarking and equality standards and gives information on toolkits that may be of use to organisations
Part Two

Section One: A Human Rights Based Approach to Equalities and Diversity

Section Two: The Public Sector Duties

Section Three: Gender and Gender Identity
   Sexual Orientation
   Age
   Disability
   Race
   Religion and Belief

Part Three

Section One: Glossary

Section Two: Organisations and Resources
This part of the guide takes you through implementing better equality and diversity practices within an organisation. It includes: definitions; a moral, business and legal case for implementing better equality and diversity practices; information on how to conduct an equality audit, write an action plan and carry out an assessment and review; information on benchmarking; information on standards; and finally a list of toolkits that can help organisations implement better practices.

You can take information from this section to suit your organisation or go through one stage at a time.

**Stage 1** Define what equality and diversity mean for your Organisation.

**Stage 2** Develop a moral, business and legal case for why your organisation should be implementing better practice in equality and diversity.

**Stage 3** Present your case to senior management and your board of trustees to get their buy in and ownership for the next stages.

**Stage 4** Conduct an equality audit of your organisation using the opinions of staff, volunteers, service users and other stakeholders about diversity and equality within your organisation.

**Stage 5** Write a report on your findings.

**Stage 6** Devise an action plan to make improvements based on your findings.

**Stage 7** Implement your action plan.

**Stage 8** Carry out an assessment and review a year or so after you have done the first audit to see if the actions you implemented have had an impact.

**Stage 9** Benchmark your organisation against other similar organisations or against your own progress over time.
Definitions

Section ONE

Diverse means
different. We are
all different and
therefore, diversity
is about us all.

National Centre for
Diversity

Olmec’s Director, Tanzeem Ahmed, presenting Olmec’s vision at the organisation’s launch event September 2005.

Society is complex and made up of people from different socio-economic backgrounds, countries, ethnic groups, different sexual orientations, ages, gender, disabilities, religions and belief systems. “Equality” and “diversity” are two terms that are often used in management and within organisations. But it is important to think about what we mean by the terms and how they can help to improve an organisation and society in general.

In essence, diversity is about people, and equality is about the equality of outcomes experienced by individuals and groups in diverse communities. Equality of outcomes is a requirement of equality law.

The scope of equality and diversity varies according to the nature of an organisation’s work and the needs of its service users. An organisation will need to set out what equality and diversity means for itself. This will normally be crystallised in a statement that demonstrates its commitment to equality and diversity. In formulating such a statement, a useful starting point is to:

- have a clear grasp of the diversity within and between individuals and communities; and
- decide how the organisation can respond to, reflect, embed, promote and measure equality of outcomes for this diversity.

Organisations often assume that their equal opportunities statement and policy sufficiently covers their equality and diversity requirements. Olmec’s research
(Lloyd & Ahmed, 2008) found that for the majority of organisations, an equal opportunities policy covers recruitment and service provision. It is usually focused on the six equality strands of age, gender, disability, sexual orientation, gender, religion and belief, and race. Historically, equal opportunities policies have arisen from the need to tackle workplace discrimination and over time have expanded to cover service provision. The underlying basis of such policies is to eliminate any form of discrimination so that there is a fairness and equity in the way that people are treated.

An organisation wishing to deliver good equality practice would also embed the following:

- have commitment to diversity at the most senior levels of an organisation;
- demonstrate that diversity is embedded throughout the organisation and is explicit in the organisation’s mission statement, aims, strategic objectives, values, policies and the way it communicates about itself;
- recognise that everyone is different in a variety of visible and non-visible ways;
- have a culture and practices that recognise, respect and value these differences;
- have policies and practices in place which allow the diverse needs of service users to be met within a framework of respect, flexibility and dignity;
- recognise the capacity and capability of people who work in the organisation and provide an environment which facilitates learning and development so that people can reach their potential;
- recognise and encourage talent and ensure it is appropriately used to meet the ambitions of the organisation;
- ensure people who are part of the organisation feel that their views, input and suggestions are valued, considered and taken into account appropriately;
- recruit and retain staff and volunteers from the diversity that is most appropriate to the nature of its work;
- ensure that all staff and volunteers have a good level of understanding and awareness of diversity and are clear on their role in the delivery, monitoring and reporting on diversity; and
- regularly reflect on the outcomes of your work and commit to good practice.

A useful starting point is to look at the Diversity Wheel below. The centre of the wheel illustrates what could be described as the primary dimensions of diversity or the six strands. Someone’s ethnic origin, sexual orientation, age, gender, religion and belief system and disabilities are core to them. You may be born into a family with a particular religious belief but you may decide to convert to another religion or simply choose not to follow that religion anymore. Some aspects change over
time. For example, everyone gets older and a person maybe treated differently at different stages in their life because of their age. Other aspects cannot be changed. For example, we cannot change our ethnic origin.

The second circle illustrates life experiences or the secondary dimensions that make each and every one of us different. Any one person is a combination of these dimensions and these differences make our society rich. Organisations that celebrate this diversity and deliver equality get the full potential of each member of staff they employ and deliver fair services to everyone who is entitled to receive them.

We have not necessarily included all the dimensions to diversity. You can tailor the wheel to suit the needs of your organisation.

Adapted from: Loden, M (1999) Implementing Diversity (Iwini Professional Publishing) and from the ten definitions of diversity given in the Equalities Review.
The recently conducted Equalities Review\(^2\) gives the following ten definitions of diversity:

- **Longevity**, including avoiding premature mortality;
- **Physical security**, including freedom from violence and physical and sexual abuse;
- **Health**, including both well-being and access to high quality healthcare;
- **Education**, including both being able to be creative, to acquire skills and qualifications and having access to training and lifelong learning;
- **Standard of living**, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport;
- **Productive and valued activities**, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others;
- **Individual, family and social life**, including self-development, having independence and equality in relationships and marriage;
- **Participation, influence and voice**, including participation in decision-making and democratic life;
- **Identity, expression and self-respect**, including freedom of belief and religion;
- **Legal security**, including equality and non-discrimination before the law and equal treatment within the criminal justice system.

**Resources**


The Centre for the Analysis of Social Exclusion produced recommendations on the definition of equalities that was used for the Equalities Review’s definition of equality. To come up with the final definition it looked into international human rights instruments.

It is important to identify the different dimension to diversity because it helps us gain a better understanding of the reasons why certain groups are persistently discriminated against. Looking at social and economic inequality may also explain why some people are successful even where they ostensibly “belong” to a group which has traditionally been discriminated against.

The different dimensions of diversity can also make us think about what would make a society more equal. This would be one which looks beyond people’s life experiences and physical appearances and treats people with the dignity and respect that they deserve simply for being human.

Source: NDP Gender and Equality Unit, Department of Justice Equality and Law Reform Ireland³.


Olmec’s research (Lloyd & Ahmed 2008) found that whilst many organisations operated with an equal opportunities policy and made explicit their commitment to diversity in their mission statement and aims, there was still some work to do to ensure that diversity was embedded in all aspects of organisations’ work. Key to this was for diversity to be driven by the most senior people in the organisation. The case for diversity is compelling and can be broken down into the three areas: moral, business and legal.

The moral case

There is a strong moral case for organisations to excel in their equality and diversity practices. An inclusive society where everyone is treated with dignity and respect would be a society with less conflict and insecurity. A society where diversity is celebrated would encourage active participation from all, where everyone would demonstrate their social and moral responsibility from a basis of shared values.

The third sector is made up of many different types of organisations that have different missions and aims. However, one thing that unites all organisations is that they take pride and publicise themselves on the basis that they want to make society a better place for everyone to live. Society cannot improve while people are treated unfairly because of their race, gender, sexual orientation, age, religion or belief, or because they are disabled.

A specific diversity focus that sets out to achieve equality of outcomes can help all organisations to engage with communities that they have had little or no impact on before. Excellence in diversity gives organisations the means to meet and exceed social obligations. Meeting these demands will not only benefit organisations but will also help develop greater social cohesion, tolerance, stability and prosperity in the wider society.

The business case

There is also an excellent business case for any organisation to seek to excel in its equality policies and practice. The following are examples why:

- An organisation is more likely to attract people from a wider pool of talent if it is explicit in its commitment to diversity and is demonstrating this through how it operates.
- Staff and volunteers are more likely to perform well, feel motivated and
committed and therefore be retained if they feel valued and respected in their working environment.

- Similarly, people are more likely to use the services provided by a third sector organisation if they believe that they will be treated with dignity and respect.

- Good equality and diversity practice avoids wasting resources providing services that people do not want or need or are inappropriate.

- Public bodies are increasingly awarding contracts to private companies and third sector organisations to deliver public services. Their procurement teams should require good diversity and equality practice in the organisation they commission. By excelling in their diversity and equality practices and policies third sector providers may stand a better chance of securing contracts.

- An organisation demonstrating good equality and diversity practice is also attractive to other funders driven by social values of inclusiveness.

- The Women in Work Commission estimates that removing barriers to women working in occupations traditionally done by men, and increasing women’s participation in the labour market, could be worth between £15 billion and £23 billion or 1.3 to 2.0 per cent of GDP.  

### The legal case

It is unlawful for organisations to discriminate on the grounds of gender, gender identity, race, religion and belief, sexual orientation and disability in employment and training and the provision of goods, facilities and services, except in very limited circumstances. Protection from discrimination on the grounds of age currently covers employment only and does not yet cover the provision of goods, facilities or services. Some third sector organisations may also have a positive duty to promote gender, disability and race equality (see the section on the Equality Duties).

It makes sense therefore for organisations to implement best practice to ensure that they are compliant with existing legislation.

The costs associated with bad practice on equalities far outweigh the costs of implementing good practice. Research by the Chartered Institute of Personnel and Development (CIPD) shows that the average cost to an employer associated with an employee successfully bringing a case to an employment tribunal is £7,484, not including managers’ time, and an Employment Tribunal case takes an average of 16.4 days to prepare.  

There is no limit on the amount of compensation that an Employment Tribunal can award to claimants in cases of race, disability and sex discrimination. However, the figures below give a good indication of how much a case could cost an organisation. In 2006-2007, the maximum compensation awarded by an Employment Tribunal for disability discrimination was £138,648 and the average award was £15,059; in race discrimination cases, the maximum compensation award was £123,898 and the average award was £14,049; and in sex discrimination cases, the maximum compensation awarded was £64,862 and the average award was £10,052. 


There is a further reason to implement good practice particularly in this sector. An article in *Third Sector* in 2006 reported that there was anecdotal evidence that third sector employees are more likely than employees of other sectors to take their former employers to court where they feel they have been unfairly or constructively dismissed.⁹

**The case for your organisation**

The moral, business and legal case that we have presented above are just a few of the many reasons that there are to excel in diversity practices. You can adapt the work we have done here to create your own compelling case for good practice in your organisation.

**Resources**


The Equalities Review was commissioned by the Government to carry out an investigation into the causes of persistent discrimination and inequality in society. The Review was chaired by Sir Trevor Phillips and the report was published in February 2007. A number of reports were produced to inform the review and they can be downloaded from the site below.

http://archive.cabinetoffice.gov.uk/equalitiesreview/


This report analyses the responses of a questionnaire sent to leading businesses across the European Union. It uses the responses to demonstrate that by investing in diversity organisations are likely to improve and have greater profit returns. It gives a series of case studies on how businesses have improved due to better diversity and equality policies.


**Organisations**

**Equality and Human Rights Commission (EHRC)**

The Equality and Human Rights Commission is working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

The Commission is building on the legacy of the Commission for Racial Equality, the Disability Rights Commission and the Equal Opportunities Commission to achieve change to benefit some of the most disadvantaged and voiceless people in our society.

The Commission acts not only for the disadvantaged, but for everyone in society, and can use its new enforcement powers where necessary to guarantee people’s equality. It also has a mandate to promote understanding of the Human Rights Act.

www.equalityhumanrights.com

Equality and Diversity Forum (EDF)

A national network of organisations promoting co-operation across the equality and human rights strands. Their website contains reports and information on legislation in addition to an extensive database of not-for-profit, second tier and statutory organisations.

Equality & Diversity Forum
207-221 Pentonville Road
London, N1 9UZ
Tel: 0207 843 1597
Fax: 0207 843 1599
Email: info@edf.org.uk
www.edf.org.uk
An Equality Audit

An equality audit is a good place to start to assess whether your organisation really is mainstreaming equality and diversity. It can help find out whether the organisation is implementing legislation properly, what employees, volunteers and service users think of its performance on equality and diversity and whether they have suggestions on how to make it better. An equality audit can also look at the reach and impact of an organisation and how it engages with equalities groups. The results of an audit can guide an organisation to create strategies on how to improve their policies, procedures, products and services.

The audit could be as wide-ranging as you would like it to be. It could simply look internally on specific areas of the organisation such as recruitment and staff and their opinions, it could concentrate externally on service users, stakeholders and funders or it could concentrate on specific equality strands such as race equality.

If done on a regular basis, an equality audit can be used as a benchmark for an organisation to measure performance against itself. The Trade Union Congress, for example, conducted its first Equality Audit in 2003 and then repeated the process in 2005 and 2007. This has enabled it to establish which areas they have progressed well in and in which areas there is still work to be done.

Why do an audit?

An audit can enable an organisation to achieve the following:

- assess where your organisation is at, on the areas that you want the audit to cover;
- find out the commitment, awareness and perceptions on equalities that exist internally;
- find out the perceptions, experiences and impact of your work externally;
- identify what you do well and what you can do better;
- develop an action plan that directly relates to the findings of your audit;
create a commitment to regularly review your work and report on what progress you have made.

Where to start

A successful audit will involve key people both inside and outside of your organisation. It will have the backing and interest of senior management and the board of trustees. This is important because as part of your audit you should identify areas where you need to improve. If senior management and the board of trustees are engaged from the beginning then they are more likely to support changes the organisation may need to implement as result of the audit at a later date.

You may want to start your audit by first finding out what the commitment and awareness of equality and diversity is in the organisation. This can take the form of a simple questionnaire that rates this on a scale of 1 to 5.

What methods should be used to conduct the audit

Depending on what you wish the audit to cover you can use the following methods to gather, analyse and report on your audit:

- Collate all the information your organisation collects and produces. This will include monitoring information, publicity and communication material, information on your service users, partners and external bodies that your organisation is engaged in.
- Bring together all the information about your organisation. This will include your statement of purpose, business plan, strategy documents, plans, policies and procedures.
- Collect information on the population from which you draw your service users. This may be geographically defined, defined by a particular equalities group or if you are a second tier organisation it would be information on the sector in which you operate.
- Conduct interviews with key people you have identified for your audit to gather opinions, experiences and qualitative data. These people would typically include board, management, staff, volunteers, service users and other stakeholders;
- Analyse and assess the information you have gathered. It is important that the information you collect is analysed to give your organisation data that you can use to develop an action plan. Simply gathering together your policies does not give you information of whether they are fit for purpose, in line with current legislation or good practice. It is the analysis of the feedback you receive internally and externally and the assessment of this against current legislation and good practice that will provide you this information. You may additionally wish to assess the information against the quality standards most relevant to your organisation. See section on benchmarking and quality standards.

The headings in the following table gives examples of some of the questions you may be asking to guide you in your collation of information.
Making an assessment of where your organisation is at in its work on equality and where it would like to be in the next 12 months. Please make your assessment Specific, Measurable, Achievable, Realistic, Time Bound, Evaluated and Reviewed (SMARTER)\textsuperscript{10}

<table>
<thead>
<tr>
<th>Area</th>
<th>What has your organisation done to deliver equality &amp; diversity in the last 12 months</th>
<th>Where the organisation is at now</th>
<th>Where would the organisation like to be in 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Board representation</td>
<td></td>
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<tr>
<td>2. Policies on equality</td>
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<td>3. Stakeholder engagement</td>
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<td>4. Knowledge of population from which service users are drawn</td>
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<td>5. Service users reflect profile of population</td>
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<tr>
<td>6. Delivering appropriate services (for e.g. are services provided in direct response to what people have said they want/need)</td>
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<tr>
<td>7. Staff and volunteer representation of service user population</td>
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<td>8. Communication tools and methods used</td>
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<tr>
<td>9. Engagement of senior management and the board</td>
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<tr>
<td>10. Monitoring &amp; reporting on equalities</td>
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</tbody>
</table>
What Next?

An Action Plan

After you have conducted your equality audit, have analysed the results and found areas for development, you will want to develop an Action Plan. The Action Plan will cover the key areas in which your organisation wishes to improve performance.

You may wish to specify the number of actions that you will take under each area to get you closer to where you want to be.

<table>
<thead>
<tr>
<th>Area of improvement</th>
<th>Where we want to be in 12 months</th>
<th>Actions</th>
<th>Who will own this action</th>
<th>By when</th>
<th>How will this be monitored</th>
<th>How will this be reported</th>
<th>Date of next review</th>
</tr>
</thead>
</table>

When devising your action plan, you may also want to think about the reasons why you want to engage with these actions. For example, if you have identified that your board is not representative of the different communities that live in the area that your organisation delivers services to, you may want to devise an action plan which sets out how you advertise vacancies on the board, or how you encourage people to apply.

You may also want to back up your actions with reasons why this is something that the organisation should be doing. Using the same example, a more diverse board will have a better understanding of the local community and can help change the culture of the organisation so that it is more responsive to the community when it delivers its services.
What difference did it all make?

The Assessment & Review

After your action plan has been implemented you will want to conduct an assessment and review of the changes you have implemented to assess whether what you delivered has been effective in mainstreaming equality. You will need to leave enough time for the actions to have had an impact. Between twelve months to two years may be sufficient.

You may wish to repeat your audit using the same methodology but adapting it slightly to take into account any changes that may have arisen. Comparing the results of the first equality audit with the result of the second equality audit will help you to identify the areas in which you have made an impact and which areas you need to improve upon or change.

Resources

How to do a Diversity Audit (Diversity Works for London)

The website contains detailed information on how to conduct a diversity audit including practical step-by-step guidance and case studies.

http://www.diversityworksforlondon.com/server/show/nav.00600b003

Equality Audit (Trade Union Congress)

The Trade Union Congress publishes the results of its biennial equality audits. The information and findings contained in their report on this may be useful to support service organisations.


Developing and Implementing an Equal Opportunities Policy (LVSC)

This document includes information on the law around equal opportunities for employers, good practice, developing an equal opportunities action plan with information on implementation, a model policy and a list of resources.


Tackling Discrimination and Promoting Equality (ACAS)

The Advisory and Conciliation and Advice Service has created this advisory booklet to help employers and employees and representatives on equality. It covers monitoring and creating an action plan on how to combat inequality within an organisation.

http://www.acas.org.uk/CHttpHandler.ashx?id=318&p=0
London Voluntary Service Council (LVSC) brings together London’s voluntary and community sector (VCS) organisations to learn and share best practice, and to create a co-ordinated voice to influence policy makers.

LVSC hosts and services 4 networks including Third Sector Alliance, Voluntary Sector Forum, Second Tier Advisors Network and Cascade.

It is from the networks that LVSC’s policy work is driven. LVSC produces monthly policy email bulletins and briefings on regional policy developments as well as working on many areas of policy pertaining to the London VCS.

LVSC also provides human resources (HR) related services such as PEACe (the Personnel Employment Advice and Conciliation service) and the BAMER (Black, Asian, Minority Ethnic and Refugees) Outreach HR Advice and Support Project. LVSC provides up-to-date information on organisational management and funding, advice and support for voluntary and community groups, an information service and short courses for those working in the sector.

**Why conduct an audit?**

LVSC is a learning organisation and it is this principle that has guided the development of this Equalities Audit. We had a feeling that we were ‘doing equalities’ but we did not have much real evidence as to what extent our work was having an impact upon equalities groups. It is notoriously difficult to quantify the impact that second and third tier organisations have on frontline organisations. We wanted to measure how we were working with equalities groups and the impact and reach of our services and networks.

LVSC calls itself the ‘Network of Networks’ for London’s VCS. We were keen to find out to what extent we reflected our constituents and the huge diversity of communities that exist in London and in the London VCS. Gaps had previously been identified in second tier support with regard to LGBT, disability and religion and belief.

It was also important for us to measure the engagement that LVSC has with second tier equalities organisations and the extent to which we understand the issues and challenges that face London’s equalities communities.

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**Case Study of LVSC Equalities Audit**

*By Tim Brogden, Policy and Networks Development Officer, LVSC.*
Purpose of the Audit

Essentially the purpose of the Equalities Audit was to look at both the internal and the external issues that impact on LVSC and affect the way that we are perceived, the reach of our services and our claim to be the ‘Network of Networks’. In effect this was an equalities proofing of LVSC as well as an assessment of the impact of its equalities’ policies. The outcome would be to identify the strengths and weaknesses of LVSC’s work with equalities groups and its engagement with them, and to identify barriers as well as good practice, to see what it is that we do well and what we can do better. The purpose of this work is to put equalities at the heart of everything that we do.

The internal audit looked at the way LVSC:

- monitors and evaluates its work;
- develops recruitment and diversity policies;
- treats its customers;
- treats its staff;
- assesses the diversity of suppliers;
- implements learning and development both for staff and for the organisation;
- integrates equalities issues throughout delivery e.g. in training, specialist posts, policy etc.

The external investigation looked primarily at the range of organisations with which LVSC works and attempted to answer the following questions:

- Who our customers/audience/service users are?
- Do we reach organisations representing each of the equality strands equally?
- Do we proactively engage with second tier equalities agencies?
- Do we reflect equalities issues in our external work?
- Do we understand the issues and challenges that equalities groups and communities face?

Both the external and the internal investigation consisted of face-to-face interviews with staff, representatives from first and second tier voluntary and community sector organisations in each of the equalities strands and funders.

Methodology

All members of staff interviewed were asked a series of questions relating to LVSC generally and their experience of the organisation as an employer and as a service
provider. The majority of the staff interviews were conducted with staff members with external facing roles such as direct service provision and network co-ordinators. The external agencies interviewed were asked (amongst other questions) about their perceptions of LVSC, how LVSC engaged with them, how they experienced LVSC events and the challenges that face their communities and organisations.

**Interviews**

11 internal interviews completed.

18 external interviews completed.

1 LVSC Board interview completed.

**A step-by-step guide to the process**

- Draw up a proposal
- Define a clear purpose
- Establish organisational ownership of the audit and commitment to equalities
- Conduct desk research (include equalities audits, impact assessments and equal opportunities policies as well as equalities policy and legislation)
- Design the interview questions
- Carry out the interviews
- Transcribe the interviews
- Analyse the data and draw conclusions
- Write report and make recommendations
- Implement the recommendations by:
  1) making an action plan
  2) getting the organisation to implement the recommendations
  3) implementation
- Review the whole process
- Conduct an assessment and evaluation
- Carry out further research and start process again

**Reporting the Audit**

- Introduction and purpose
Some findings

This audit has been developing a baseline of where LVSC is at in relation to equalities and engagement with equalities organisations. Outreach work has been very valuable in trying to understand the issues and challenges facing different equalities sectors and organisations working with constituents in each of the equalities sectors.

The audit identified key areas where LVSC was found to be delivering very good services as well as key challenges for LVSC. There were some common misapprehensions such as groups believing LVSC owns the Resource Centre. There were some misunderstandings about what it is that LVSC does and who benefits from our services. Anecdotally, at least, it was indicated that LVSC is perceived quite widely as a white organisation that doesn’t provide services for specialist groups. As such we will have to devise an action plan which has a focus on marketing and promotion to address this issue.

It also came up again and again that our work with the religion and belief sector is very limited and this is something that we want to address. Other issues that arose included the need to do some work around class as an equality issue, working on reaching out to the invisible disabled and enhancing our work with groups supporting people with mental health issues.

The majority of staff thought that LVSC is a good, supportive employer with robust policies and procedures in place. Some of these will be amended or updated as a result of this audit. Staff interviewed had not experienced any discrimination or prejudice on any grounds pertaining to their characteristics and one participant said:

“It has never been the case nor have I ever considered that my skin colour has had any impact on the way that I have been treated, which I have to say is unusual”

The internal audit showed that LVSC has a diverse staff team that is not always reflected externally. This is dependent upon who is going out from LVSC and who people come into contact with, work with and know.
What worked well?

The first thing that was very positive was that the energy and commitment to the project was evident from the start. Engaging the whole organisation and Board in the project was a vital element in starting it. Hearing positive feedback from equalities groups and from participants that this was a useful piece of work helped move it forward.

The interviews were carefully prepared, conducted and followed up. Each participant was sent the transcript for approval after the interview.

The initial stages of desk research were time consuming but interesting and important. The audit was well supported by Olmec as we exchanged ideas and resources and worked on the Total Equalities System.

Lessons learned – what would we do if we were to do it again

- Engage more help, maybe by developing an internship programme - for the desk research stage of the project and for the development of the mechanisms for data collection as well as at the interview stage and the collation of the data.

- Scale down the breadth of the project and be less ambitious.

- Allow enough time in which to do the audit.

- Send out preparatory questionnaires to interviewees prior to the interview.

- Think about confidentiality and anonymity.

- Include the interviewer in the list of participants.

What will be done with the results?

Publish the report

The LVSC audit will be published as a report detailing the policy context in which the audit is set, the methodology, the data analysis and recommendations. At the time of writing there are over 60 possible recommendations that have come directly from carrying out this audit.

Set up working groups

The most important thing we want to do is to ensure that the recommendations are implemented so we will be setting up a working group to take the work forward and to develop an action plan.

Improve our policies

We have a very good set of policies and procedures that relate specifically to
equalities. We all know that they are not worth the paper they are written on unless they are implemented. During this audit we have reviewed our policies and procedures and will be modifying and improving them accordingly. Specific policies to be amended include:

- Vision, mission and values – to include a statement of inclusion;
- Equal opportunities and diversity policy;
- Recruitment policy and procedure;
- Harassment at work policy – to include bullying;
- The induction process – to include a commitment to equality and diversity and study of the policies and procedures in place;
- The recruitment process – may look at targeted advertising.

Provide equalities training for our staff

We will be looking at providing training to staff in all areas of equalities and diversity. We will also be adopting a statement of inclusion as part of our values.

Outreach to groups in all equalities areas

With regard to working with equalities groups and communities we will continue to do outreach work to groups working in all equalities sectors in an effort to understand the issues and challenges that they face. Importantly, we will also conduct targeted outreach work to communities that we do not at present engage with much (religion and belief, class, the invisible disabled).

Raising the voice of equalities groups

We will be raising the voice of equalities groups in every way that we can; by working in partnership with equalities organisations on specific issues, by feeding into important consultations such as the Communities and Local Government consultation on its guidance on Single Group funding. We will also be building on our work with Humanity, Equalities and Rights (HEAR the equalities and human rights sub-group of Change Up) and with the London voluntary and community sector Equality and Human Rights policy group. We will also be following up work on the Single Equality Bill once it is published and lobbying the Equalities and Human Rights Commission.

Signpost to equalities resources and experts

Part of LVSC’s remit is to do signposting work and have knowledge about what is being done in London – we will be looking to provide people with information about equalities experts and signpost to these experts rather than everyone duplicating work. We will build up a portfolio of case studies and good equalities practice.
Conduct regular reviews

We will certainly be reviewing the whole process and measuring the changes that we make whilst carrying out further research to inform a future audit. We are planning to do a second audit in a year’s time.

Celebrate our diversity

The last word goes to one of the internal participants; “There is a lot that we can learn from each other. I would like us to have an annual equality and diversity day and ensure that everyone gets involved – I would like to see everyone aware and trained in equalities. Primarily I would like us to celebrate our diversity.”

Please contact Tim Brogden, Policy and Networks Development Officer at LVSC with any query about the LVSC Equalities Audit or for any further information about it.

LVSC

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Participating Organisations

Age Concern London
Bexley and Bromley Advocacy
Black Gay Men’s Advisory Group
British Humanist Association
Capacitybuilders
Chinese Community Centre
Communities and Local Government
Disability Law Service
Eaves Housing for Women
Government Office for London
Interlink Foundation
Kairos in Soho
London Councils
London Development Agency
LVSC Staff
Migrant and Refugee Communities Forum
MiNet at ROTA
Sexual Violence Action and Awareness Network at Eaves Housing
Introduction

Organisations should strive to demonstrate that they are following best practice in their field and that they are continually improving through self-assessment. There are two main ways that an organisation can demonstrate this. Firstly an organisation can benchmark its performance against other organisations or its own performance over time and secondly an organisation can apply appropriate best practice or quality standards that may be externally verified or accredited.

Benchmarking

What is benchmarking?

Benchmarking is a systematic process which an organisation can use to implement best or better practices. You can compare your organisation either against a particular standard or other organisations or against your own performance over time.

What should be benchmarked?

An organisation can choose which of its processes it wishes to benchmark and what data and information will be relevant for its benchmarking. Equalities benchmarking can include: governance, recruitment processes, accessibility of services, strategy, organisational culture, diversity awareness, working with customers, stakeholder involvement, staff training, data collection and monitoring, performance measurement, communication, marketing and reporting.

How can benchmarking be useful?

- Helps you to work towards best practice in your field of work.
- Prompts you to collect key monitoring and performance data.
- Helps you determine the data sets that you need to compare your performance.
- Enables you to be accountable to your stakeholders.

Benchmarking involves comparing the practices, procedures and performance of one organisation with those of another. It can provide a great opportunity to share good practice and solutions to common issues or problems, helping you to avoid ‘re-inventing the wheel’ and move quickly to an effective solution.11

Helps you know how your performance compares against other organisation.

Enables you to compare your own performance over time.

Gives you analysis of data in terms of what is working well and what needs improvement.

Enables you to determine your priority areas.

Provides you with the information needed to prepare an action plan.

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**Resources**


This report evaluates benchmarking in the sector.


This guide takes organisations through the benchmarking process. It gives ideas about how organisations can work with others to benchmark their work and learn from one another. This includes a code of conduct.


**Benchmarking organisations**

Where organisations are benchmarking their organisation’s performance against that of other organisations this is usually through membership or subscription to a resource that has collated information on a range of relevant organisations. These resources are normally costly and difficult to access by smaller organisations in the third sector.

The following are examples of resources available on benchmarking:

**Disability: The Disability Standard**

The Disability Standard is a process which enables the organisation taking part to measure their performance on disability. It is mainly directed at public and private sector organisations but may be useful to third sector organisations as well. Organisations that take part are given a benchmark survey to complete, which includes information on how to implement an action plan. They are also given a directory that they can use to implement better policies and practices.

The organisation has two months in which to complete a benchmark survey. At the end of this process it is given a diagnostic report, which interprets the
results of the organisation’s performance and benchmarks it against the other organisations participating in the process. It also benchmarks the organisation against other organisations in the same sector.

www.disabilitystandard.com

The Disability Standard 2007 Benchmark Report

In 2005 the Employers Forum on Disability invited its members to embark upon a benchmarking exercise. Employers were asked to respond to questions and were required to give evidence on how they treat disability within the organisation and how they take into account and include disabled members of staff and customers. The exercise was repeated in 2007 when 116 public and private sector organisations employing approximately 2 million people were involved.

The final report demonstrates why benchmarking is such a useful exercise as it enables organisations to compare themselves to others and find out what aspects of their work needs to be improved. The 2007 report gives a list of recommendations on what organisations can do to improve their performance on disability equality.


Age and all the strands: E-Quality

This benchmarking tool has been devised by the Employers’ Forum on Age. It encompasses all the strands so helps organisations to analyse their performance across different equality strands.

Organisations are asked to complete an online survey and have three months to complete it. They can ask to compare themselves to other third sector organisations. Once it has been completed the first time then the organisation can return to it and update the answers and have their work reassessed. After completing the survey, the organisation will be handed a report giving it a gold, silver or bronze award, benchmarking it against other organisations and giving it a series of recommendations on how to improve its performance.

Once the organisation has completed the online survey a report is given to the organisation that is designed to help it deliver better performance on diversity.

The package costs £1,500 for non-members of the Employer’s Forum on Age.

www.efa.org.uk/equality
Gender: Opportunity Now

Opportunity Now is a similar benchmarking tool as the Disability Standard for gender. Organisations are given a series of questions that they answer on gender equality and diversity and at the end they are asked to complete a profile of the organisation in terms of the gender balance. Participating organisations are then given a score that is compared with a benchmark set by Opportunity Now. It also compares you to other organisations in the third sector.

www.opportunitynow.org.uk/benchmarking/index.html

Sexual Orientation: Workplace Equality Index

The Workplace Equality Index is an annual benchmarking exercise conducted by the campaigning organisation Stonewall. Organisations from the public, private and the third sector are invited to complete an online questionnaire about their organisation’s performance on equality and diversity with regards to sexual orientation.

241 organisations took part in the exercise in 2008 and the top one hundred appear in the Workplace Equality Index. To even feature in the Index the organisation has to have a written policy on sexual orientation and have parity of pension entitlements and benefits between all members of staff regardless of their sexual orientation.

www.stonewall.org.uk/workplace/1477.asp

A document containing all the questions that were asked to organisations can also be found at the same link. This is a really useful resource to see what would be expected of a good practice organisation on sexual orientation.

Race: Race for Opportunity

Business in the Community has developed the Race for Opportunity network, which is a network of private, public sector and some third sector organisations working to promote the business case for race equality. The Race for Opportunity annual benchmarking exercise gives organisations the chance to see how they compare on race equality against a standard and in comparison with other organisations.

Members are asked to complete an online survey that looks at five key components of the organisation’s work: leadership and the business case; people and employees; customers, clients and service users; community involvement; and supplier diversity.

www.bitc.org.uk/take_action/in_the_workplace/diversity/race/measuring.html

Data collection

What information you collect, how you collect information and what you do with the data is very important for any benchmarking to be successful.
Any data collection system will stem from an organisational requirement. The purpose of the data collection should come from an explicit commitment to improve equalities practice and policy of an organisation. This commitment will then need to be underpinned by an action plan. The action plan will set specific targets that will need to be met.

The organisation will then need to develop a method to measure their performance against these targets and report on this performance on a regular basis. These are usually defined as an organisation’s Key Performance Indicators (KPIs). Benchmarking usually compares the KPIs of different organisation.

The information collected will need to be reviewed and assessed so that targets continue to remain relevant to the purpose of the organisation and the needs of their constituencies.

It is the information systems that will be crucial in any self assessment and external assessment. The monitoring data provides useful information on progress against targets.

**Equalities monitoring**

Equalities monitoring is key performance information that can be used as part of a tendering process, an equality audit or as a benchmarking tool. Equalities monitoring data is used to find out if an organisation is delivering fair employment and services to all eligible people. It is used to see whether an organisation is attracting all groups of service users it is trying to reach. For example, if you provide an advice service in an area with a large minority ethnic population, monitoring the ethnicity, gender, disability and age profile of service users can help to analyse if your service is being taken up by various minority ethnic communities, and groups within the communities such as women, younger or older people, and disabled people.

Equalities monitoring can also help to identify majority ethnic groups that may need targeted services, such as disadvantaged white working class boys.

Equalities monitoring also helps organisations to plan what they need to do in the future. If your statistics tell you that you are not delivering services to the communities or groups that are entitled to receive them, then you should implement programmes such as outreach into targeted communities.

Nowadays, most organisations have an equalities monitoring questionnaire that includes questions on gender, disability and ethnicity. Some ask further questions on gender identity, age, religion or belief, and sexual orientation.

It is relatively easy to start equalities monitoring. All it takes is a form where people can tick the boxes relevant to them when they apply for a voluntary or paid vacancy or when they use a service.

However, four things are essential to doing effective equalities monitoring. All people engaged in a paid or unpaid capacity must:

- understand why the organisation is doing equalities monitoring;
- understand how to comply with confidentiality requirements including those of the Data Protection Act;
be trained how to ask service users and others in appropriate ways for their personal and sensitive information; and

be trained on how to analyse and/or use the monitoring information.

If these four essential tasks are not done, the monitoring programme is likely to be ineffective.

It is important to make it clear what the purpose of this monitoring is and explain:

- **who** you are monitoring;
- **why** you are monitoring them; and
- **what** you intend to do with the statistics.

People do not always complete monitoring forms because they do not know the purpose behind the questions. You need to provide information on how the monitoring is part of your policy to improve your equalities performance. People need to know how you are going to store and report on the information collected.

You should also have a strategy about what you intend to do with the information. For example, if your organisation is located in an area with a large Muslim population and there are no Muslim service users, what would you do to try and target that group? Monitoring data needs to be analysed as essential performance data and reported to boards and management teams on a regular basis to identify trends. It should also be included in annual reports.

When conducting employment equalities monitoring, it is also important to monitor employees by the position they occupy within the organisations, such as staff grade. Organisations may, for example, have good gender equality policies. However, actual employment practice may result in sex discrimination, with women in secretarial roles and men in middle and senior management roles.

Equalities monitoring, coupled with good equalities policies and practice, helps you to identify and eliminate unlawful discrimination.

Whilst monitoring, using tick boxes can be a good way of getting people to fill in forms quickly, it can also be limiting. Asking how someone describes their sexual orientation does not cover issues such as how they are made to feel in the workplace. More extensive questions may be needed to establish this.
### What should be included?

#### Gender

<table>
<thead>
<tr>
<th>Male or Female</th>
</tr>
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#### Gender Identity

This should come under a separate heading to gender. Equal opportunity monitoring forms often have a section asking people whether they have obtained a Gender Recognition Certificate. This will only capture information on a limited number of trans people.

Press for Change recommends the following monitoring questions:

1) Is your gender the same as you were assigned at birth?  
   Yes/No
2) Do you live and work full-time in the gender role you were assigned at birth?  
   Yes/No
3) Do you feel able to discuss your gender identity with colleagues at work?  
   Yes/No/With some people not all

**Trans Equality Monitoring** (Press for Change)
Has information about trans equality monitoring
[http://www.pfc.org.uk/node/1408](http://www.pfc.org.uk/node/1408)

**Important point:** Where an organisation has a small number of staff or service users, the trans lobbying group, Press for Change, advises not to monitor this as people can be easily identifiable and may not wish to disclose such personal data.

#### Ethnicity

Ethnic monitoring categories should be those used in the National Census for England, Wales, Scotland and Northern Ireland. The Office for National Statistics (www ons.gov.uk) and the Equality and Human Rights Commission recommend the use of the National Census categories so that organisations can compare and benchmark their race equality activity.

Depending on your location you may want to expand the main ethnic group categories. For example, in south-east London there is a large Latin American community. Many organisations that provide services in this locality add ‘Latin American’ as a separate ethnic monitoring category.

If sub-categories are used to reflect local conditions, these should also be aggregated into the main Census categories for benchmarking and comparison purposes.
Disability

There is no longer a requirement to be ‘registered disabled’. Ask people if they consider themselves to be disabled.

Communication and other access needs

You should introduce questions on access by saying, for example, that your organisation wants to make sure it is accessible to people from all communities and to all disabled people.

Monitoring and other forms should ask employees, service users and others if they have any needs that would make your organisation’s employment, facilities, meetings or services accessible to them.

Your organisation has a legal duty to make reasonable adjustments that remove the barriers faced by disabled people. Monitoring and other forms should ask disabled people if they need any reasonable adjustments to make your organisation's employment, facilities, meetings or services accessible to them.

For example, you may decide to ask people the following:

- Do you need an interpreter? If so, please say what language.
- Do you need information translated into a language other than English? If so, please say which language.
- Do you have any other access needs? If yes, please say what they are.

When people answer the ‘access needs’ question, which is about reasonable adjustments, you must make sure that you act on the information they provide. You should develop monitoring systems that ensure this happens.

For example, reasonable adjustments may be needed to make sure that disabled people with the required skills and competencies have the same fair access to employment opportunities as non-disabled people. If the reasonable adjustments question is not asked, or the information supplied is not acted upon, you may deny equal opportunities to disabled job applicants and service users.

Failure to ask the reasonable adjustments question may result in a claim of indirect discrimination. Failure to act upon a request for reasonable adjustments may result in a claim of direct discrimination.
**Religion or Belief**

Including, for example: Agnostic, Atheist, Bahai, Buddhist, Sikh, Muslim, Pagan, Christian, Humanist, Hindu, Jewish, No Religion, Other.

**Guidance on new measures to outlaw discrimination on grounds of religion or belief in the provision of goods, facilities and services (Part 2, Equality Act 2006)**

(Department for Communities and Local Government (DCLG)).

In 2007, Part 2 of the Equality Act 2006 came into force, prohibiting organisations from unlawful discrimination on grounds of religion and belief when providing goods, facilities and services.

DCLG has produced the guidance below on implementing these requirements. The guidance helps organisations to decide what aspects of their services they must monitor in order to show they are not discriminating on these grounds.


**Age**

This can be broken down according to age ranges.

**Guidance on age and the workplace: a guide for employers (ACAS)**

The Advisory, Conciliation and Arbitration Service has produced guidance on implementing the Employment Equality (Age) Regulation 2006. This includes age monitoring guidance.

[http://www.acas.org.uk/CHttpHandler.ashx?id=588&p=0](http://www.acas.org.uk/CHttpHandler.ashx?id=588&p=0)
## Sexual Orientation

This can include the following:

- Bisexual
- Gay man
- Lesbian/Gay woman
- Heterosexual/straight
- Other

### Monitoring: How to monitor sexual orientation in the workplace (Stonewall)

http://www.stonewall.org.uk/workplace/1473.asp


In 2007, Part 3 of the Equality Act 2006 came into force, prohibiting organisations from unlawful discrimination on grounds of sexual orientation when providing goods, facilities and services.

DCLG has produced the guidance below on implementing these requirements. The guidance helps organisations to decide what aspects of their services they must monitor in order to show they are not discriminating on these grounds.

http://www.communities.gov.uk/publications/communities/guidancenew

### In general

All sections should have a box where people can say that they would prefer not to say.
Outcomes & impact

Organisations that have set out their commitment to improve equalities will need to demonstrate how their action plans have led to real outcomes that show improvements in equality internally and externally.

As many third sector organisations are established to improve aspects of society, monitoring outcomes is fundamental if organisations want to know if they have achieved that impact. Outcomes are the changes that have occurred as a result of the work that your organisation has undertaken.

Increasingly, funders want organisations they fund to demonstrate the difference made with their grant, i.e. what outcomes have been achieved.

Definitions

Inputs: all the resources put into the project to enable the organisation to deliver its outputs (e.g. money, time and premises).

Outputs: all the products and services you deliver as part of your work. (e.g. training courses and work placements).

Outcomes: the changes occurring as a direct result of the project’s outputs.¹²

It is relatively more difficult for an organisation to measure outcomes because they are not necessarily as tangible as inputs and outputs. However, there can be many benefits of doing this. Measuring outcomes enables an organisation to:

• provide a shared understanding of what changes are expected;

• help staff see evidence of their work and service users to see progress;

• know outcomes which can assist in the effective planning and delivery of work; and

• show funders and other stakeholders that the organisation is a learning one that seeks to develop and improve from its experience.¹³

Black on Board

Olmec’s Black on Board project was set up following research that showed an under-representation of people from minority communities on boards of trustees of housing associations operating in South London. The project aimed to encourage more people from minority communities to take up board positions by providing a bespoke training and mentoring programme. The training took participants through the key areas of knowledge required to be an effective board member.

In order to know whether the project is successful Olmec monitors its processes, outputs and outcomes. The **processes** will cover how people are recruited onto the programme (including the outreach and publicity used) and the delivery of training and mentoring support. The organisation’s **outputs** are the number of people that apply for the course, the number of people that attend and complete the course and the number of people that are assisted onto board positions. The **outcomes** are the difference that is made to the way that boards operate because of their diversity, the difference this experience has made to the individual taking part, and, most importantly, the difference their experience of diversity brings to the services delivered.

The monitoring of outcomes allows Olmec to assess whether its processes are working well or need to be modified. Information on outputs enables Olmec to analyse trends and to address any imbalances in the take up, retention and achievement of board positions. Feedback and analysis after each course allows Olmec to continuously review the delivery of the programme taking into account the feedback received.

http://www.olmec-ec.org.uk/projects/black-on-board

Resources


A BIG Guide to using an Outcomes Approach (The Big Lottery Fund)  
The Big Lottery Fund describes itself as an outcomes funder. Its website has information for organisations intending to apply for funds with them about what outcomes are and how you can define them, measure progress and learn from your outcomes.  
http://www.biglotteryfund.org.uk/index/apply-uk/qa_explaining_difference.htm
Outcomes online (Charities Evaluation Service)
The Charities Evaluation Service has created this web based resource to help organisations set and monitor the changes and benefits that have resulted from their work.
http://www.ces-vol.org.uk/index.cfm?pg=116

External verification or accreditation

The self assessment processes set up by the organisation should be able to verify the outcomes that an organisation has achieved. Organisations with additional resources can go further and have their self-assessments validated through external assessment. This usually leads to a quality mark or some recognition of this validation.

Quality Standards

Many organisations seek to have the quality of their work analysed and accredited by external bodies to demonstrate that the work they do is to the highest standard. The most well known accredited standard is Investors in People which is widely used by the public, private and third sectors.

Many of the quality standards look at the work of an organisation as a whole. However, recently two standards have been developed which focus specifically on equality and diversity: Investors in Diversity and Committed to Equality.

Investors in Diversity (iiD)

Investors in Diversity is a standard which helps organisations adopt and develop a set of characteristics and behaviours, which if embraced, can lead to real and sustainable gains through culture movement. It also enables organisations to measure their progress as well and be recognised for achievements.

Investors in Diversity - Aim:

To support and enable organisations to adopt, develop and benchmark behaviours and practices, which promote inclusion, equality, diversity and achievement.

Investors in Diversity – Objectives:

1. Support candidate organisations that are committed to inclusion.
2. Assist candidate organisations to learn about their stakeholders.
3. Support candidate organisations to develop and sustain an inclusive and adaptive organisational culture and environment.
4. Help candidate organisations to measure their success.
5. Provide accreditation to achieving candidate organisations.
IiD offers a user-friendly route map to an organisation, to higher achievement in equalities. It supports organisations towards inclusion of all stakeholders via an informed and self-determined organisational culture shift. It measures distance travelled against a cross-sectoral national standard and it offers recognition for successes.

*Investors in Diversity* is based at the National Centre for Diversity at Leeds Trinity and All Saints. An ‘Investors in Diversity’ (IiD) advisor trained by the National Centre for Diversity is allocated to organisations that formally begin working towards the IiD standard and process.

Any organisation, no matter how many members of staff it has, can work towards accreditation. Investors in Diversity provides an outline as to how the organisation can develop its systems, processes and behaviours to be able to achieve the standard and become accredited. Each organisation receives a minimum of two days support as part of the advice phase. This includes an induction day, during which an activity plan will be produced. This will be followed by the consultation process and an action plan.

The second day includes a shared review to determine if the organisation can go forward to the formal assessment. Central to the whole IiD process is the 360° stakeholder consultation process by which the organisation is able to identify its strengths and areas for improvement. All staff (and an appropriate selection of wider stakeholder groups) need to be consulted.

The IiD ‘journey’ can take between 12 and 18 months to ensure that diversity and equality practices, processes and behaviours become embedded and are also sustainable. The organisation needs to identify a diversity lead person and diversity champion to lead the process. This person needs to be part of the senior management team. However it is important that each person in the organisation is informed about the process so that there is awareness among all the employees.

The cost is determined by the number of staff in each organisation. There is a flat registration cost and days are charged at £550 per IiD advisor.

**Investors in Diversity at the National Centre for Diversity**

National Centre for Diversity  
C/o Trinity All Saints  
Brownberrie Lane  
Leeds, LS18 5HD  
Tel: 0113 2837100  
Fax: 0113 2837200  
Email: miriam@nationalcentrefordiversity.com  
www.nationalcentrefordiversity.com
Case Study - Groundwork UK

Groundwork supports communities in need, working with partners to help improve the quality of people’s lives, their prospects and potential and the places where they live, work and play. Groundwork UK exists to support the charitable objectives of the Federation of Groundwork Trusts and to provide national leadership and strategic development and support to all Groundwork Trusts and regional offices.

Groundwork UK employs 169 employees across its national office and 9 regional offices. Officially it started to work on the iID process in September 2007 although there has been some internal research going back to early 2007.

Why Groundwork UK sought to become accredited by Investors in Diversity

It provides a framework for us to organise ourselves and a structure for us to follow. For some of us in the office the accreditation is by the by. We see the Investors in Diversity standard as a means to an end, not the end itself. Although we acknowledge that the benefits of being able to demonstrate our commitment to improving diversity to our stakeholders are invaluable.

The process so far

At the time of going to press, we had been working with the National Centre for Diversity for seven months although we had been doing our own in-depth work on equalities for over a year. An advisor from the National Centre for Diversity came to us and had an initial scoping meeting.

A diversity steering group was set up within the organisation to carry our work forward. The steering group is comprised of the human resources director, the consultant from the National Centre for Diversity and members of all the departments. The steering group has been instrumental in disseminating information to members of their teams across Groundwork UK. Members have also contributed heavily to designing the staff and board survey.

Issues and challenges faced

Everyone has welcomed the work. The main challenge has been that there is so much work to do and keeping tabs on progress is also difficult. We have had to conduct a lot of research into local population statistics to enable us to benchmark ourselves with the local population. This has involved committing extra time.
What Groundwork UK has found out so far

By focussing our energy on analysing our policies in line with best practice, it brings diversity to the forefront of everything we are doing. It drives change and everyone expects for there to be changes in outcomes by the end of the process. We also need to move beyond seeing equalities as a human resources issue and mainstream it within the organisation. We also gave a questionnaire to our board which looked at how they managed diversity within the organisation and how diverse the board was. We found that the federation board was extremely diverse in terms of its breadth of knowledge, skill and industry experience and what it can offer the organisation as a whole. We have not yet had an analysis of the staff survey but this should inform us about how well we have been doing in equalities and what aspects of our work the staff feel we need to improve.

The changes that have been implemented
as a result of the IiD Process

As a result of working with the National Centre for Diversity, Groundwork UK has implemented new systems. For example, our financial regulations have been overhauled so that when we issue tenders for contracts, organisations and companies that make bids for them have to demonstrate their commitment to diversity to be considered.

Our policies are being reviewed in line with equality and diversity and are being made more robust. This has included placing more emphasis on equality and diversity into recruitment and selection process, being more proactive in the way we recruit, completely changing the performance management system so that diversity has explicitly been brought into the peer review process and introducing better equality and diversity induction training.

We have also adapted our staff survey to place a heavier emphasis on equality and diversity. The results of the staff survey have not yet been analysed but once they have this will give Groundwork UK a clearer indication of how our staff view our performance on equality and diversity. A similar survey has been given to the board of trustees which will also help us see the validity of our policies.

Accreditation

We see this as a long process. We are in the process of changing lots of our work so we are hoping to put ourselves forward for accreditation at the end of 2009.
Committed to Equality

Committed to Equality Diversity Assured is an accredited standard that organisations can gain to confirm and demonstrate their equality and diversity policies and practices. If an organisation wants to become accredited it can register online. Once the organisation has registered then it can use the members’ area on the website and will have access to one of the 120 advisors that work for Committed to Equality.

The Diversity Assured programme covers all six equality strands as well as other equality areas. It also looks at recruitment, retention, promotion, the suppliers and service users. The Diversity Assured programme includes a self assessment, with advisor support available at the end of a telephone through the programme, because it is believed that the organisation should take ownership of the process. The organisation has to elect someone to be responsible for carrying out the self assessment and work associated with the programme.

Each week the organisation is asked to update progress on the equality and diversity self assessment questions. This helps the advisor to tailor and plan the actions needed for the organisation to improve its practices. Advisor support is available through the programme to help the organisation. The end goal is for the organisation to answer yes to all the self assessment questions.

The programme takes 15 hours of time to complete over a six week period. It is therefore expected that the employer will dedicate three hours a week. When the organisation is judged ready to be audited, an advisor will arrange to go onsite to audit and assess the organisation’s policies and practices. The auditor discusses with management the different policies, practices and procedures in place and how they can be improved. In general 85% of businesses and organisations taking part become accredited after the six weeks are up.

After six months a mentor re-contacts the organisation to see what progress has been made and to arrange the re-audit. Organisations are reassessed annually. The Diversity Assured standard helps to ensure that the organisation has good practices in place and becomes an employer of choice.

Part of the work looks at the way that an organisation can influence its suppliers. Committed to Equality has worked with a number of local authorities to look at, for example, the way they manage contracts with suppliers and focus on keeping equality and diversity at the heart of the agenda. As well as focussing on the six equality strands, Committed to Equality also introduce work around other groups that face exclusion such as ex-offenders.

The whole process costs £750 for organisations that have 50 members of staff or less. On average it costs £2.00 for each additional member of staff in the organisation.

Committed to Equality
Angel House
Portland Square
Bakewell, DE45 1HB
Tel: 01629 815777
Email: diversityassured@c2e.co.uk
www.c2e.co.uk
Non-Diversity Specific Standards

Investors in People

The Investors in People standard has been awarded to many third sector organisations. It is a generic standard which aims to improve the performance of organisations through their people management and development. The standard is externally assessed resulting in a quality mark which is valid for three years.

Equality and diversity are covered in the programme. Please view the following link for more information:


Investors in People
7-10 Chandos Street
London, W1G 9DQ
Tel: 0207 467 1900
Fax: 0207 636 2386
www.investorsinpeople.co.uk/

Matrix Standard

The Matrix Standard is an evidence-based approach to self-assessment of policies, procedures and practices. The system aims to assist organisations with identifying areas for improvement and development in their service delivery. The stages of the standard include the development of a Continuous Improvement Plan. The standard can be applied to internal services, external services or both, and as a result is flexible in approach.

EMQC Ltd
Pentagon House
Third Floor South Wing
Sir Frank Whittle Road
Pentagon Island
Derby, DE21 4XA
Tel: 01332 866 902
Email: bookings@emqc.co.uk
www.matrixstandard.com

Investing in Volunteers

Investing in Volunteers was created to help organisations that work with volunteers to improve the way it does this. A toolkit can be downloaded from their website.
A substantial amount of work that needs to be done to obtain the quality standard is based on taking steps to recruit volunteers that are representative of the local community. One of the ways in which they ask organisations to prove this is by providing demographic information.

**Volunteering England**

Regents Wharf  
8 All Saints Street  
London N1 9RL  
United Kingdom  
Tel: +44 (0)845 305 6979  
Fax: +44 (0) 20 7520 8910  
Email: iiv@volunteeringengland.org  
www.investinginvolunteers.org.uk

**Self Assessment**

Self assessment is another way in which you can assess your organisation’s work on equality and diversity. There are many quality assurance systems and toolkits in the domain that can help you do this.

**Quality Assurance Systems**

Third sector organisations want to provide the best quality of services to their service users and other stakeholders - those people and groups that have an interest in what the organisation does, be it funders, service users or other interested parties.

A quality assurance system is a formal management system that can be used to strengthen an organisation, raise the standard of work to make sure everything is done consistently and to set out expectations that a quality organisation should meet. A quality assurance system adds value to an organisation that seeks to improve its services.

There has been an increased interest from the third sector in quality systems and standards. The demand has been driven partly by funders and partly by the sector itself in its desire to demonstrate that it is providing quality services both to its service users and other stakeholders. Most organisations use some form of quality assurance system to analyse their performance, identifying what they do well and where they can do better.

There are many quality systems from which organisations can chose. Some of these cover the basic functions of an organisation and others focus on particular aspects of an organisation’s work. A number of agencies have also developed systems for third sector organisations that work within particular fields. Here we present a number of the most commonly used quality assurance systems and explain how they can be used to help improve the quality of your work on equality and diversity.


15. Ibid.
Quality First

Quality First was designed by the Birmingham Voluntary Service Council to help small voluntary organisations improve the way they operate. It is specifically designed to help improve organisations run entirely by volunteers. It breaks down the work of the organisation into separate quality areas and a whole section is dedicated to “promoting equality and fairness”.

Level one requires evidence to show organisations have:

- an equal opportunities plan and policy;
- a managing body and volunteers representative of the community; and
- monitored services for ethnicity, gender and disability.

Level two requires evidence to show organisations have:

- provided access to training on equal opportunity issues for management, committee members and volunteers;
- monitored and reviewed the plan;
- included equal opportunity issues in service planning; and
- offered services to a wide range of people.

Quality First can be purchased from the Birmingham Voluntary Services Council.

It costs £30 excluding postage and packaging

Quality First
138 Digbeth High Street
Birmingham, B5 6DR
Tel: 0121 643 4343
Fax: 0121 643 4541
Email: claudiap@bvsc.org.uk
www.bvsc.org.uk

PQASSO

The Practical Quality Assurance System for Small Organisations (PQASSO) is among the most well used quality assurance systems in the third sector. It aims to get organisations to include everyone in the organisation to self-assess and think about what they are doing right and what they can be doing better. It can be used with small, medium and large sized organisations, or projects within very large organisations.

PQASSO is broken down into 12 quality areas which look at separate areas of an organisation’s work, including governance and management. Equal opportunities and valuing diversity is one of PQASSO’s six guiding principles and values. Hence equality and diversity is an integral theme within all the quality areas and is reflected in many of the indicators.
Organisations can choose to implement PQASSO at levels 1, 2 or 3, depending on their size and experience. Level 1 sets the foundations for equality and diversity, for example, an indicator in the Leadership and management quality area, requires organisations to meet all legal obligations. It suggests knowledge and compliance with health and safety, equal opportunities and disability discrimination legislation as evidence to demonstrate this as. Level 2 is more strategic in relation to equality and diversity, for example, an indicator in the Results quality area asks that organisations’ user profile is consistent with identified needs and relevant demographic information, and suggests equal opportunities monitoring information as evidence to demonstrate this. By level 3 organisations are expected to have implemented an ingrained culture of equality and diversity.

The benefits of using PQASSO is the way it makes organisations address equality and diversity in almost every area of its work as part of a wider remit of improving their performance on quality.

The PQASSO Quality Mark is an externally assessed ‘kite mark’ to show that organisation have met the PQASSO standards. The external assessments are done by peer reviewers who come from different organisations within the third sector. If a peer review indicates that you have met the standards then you will receive the PQASSO Quality Mark logo. The PQASSO Quality Mark is valid for 3 years.

PQASSO costs £95.00 (excluding postage and packaging). The charge for a PQASSO Quality Mark peer review is currently between £1,055 and £1,755 plus expenses and VAT depending on the size of the organisation and the level at which it wants to be reviewed.

PQASSO can be obtained from Charities Evaluation Service

http://www.ces-vol.org.uk/index.cfm?pg=42

Charities Evaluation Service
4 Coldbath Square
London, EC1R 5HL
Tel: 020 7713 5722
Fax: 020 7713 5692
Email: enquiries@ces-vol.org.uk
www.ces-vol.org.uk

Diversity Excellence Model

The National School for Government has adapted the European Foundation for Quality Management (EFQM) model to create the EFQM Diversity Excellence Model which uses self assessment that can be applied specifically to address diversity in all aspects of an organisation’s work.

The centre believes that no one knows an organisation better than the people that actually work in it. The model enables organisations to measure progress and identify areas for improvement, placing emphasis on mainstreaming of equality and diversity. It raises awareness about diversity issues, and helps organisations identify weaknesses and strengths within their work.
Organisations are given a guide and assessment tool which they can use to implement the model. They are also able to have their work on equality and diversity benchmarked.

**National School for Government**
Sunningdale Park  
Larch Avenue  
Ascot, SL5 0QE  
Tel: 01344 634000  
Disabled Persons Officer: 01344 634283 / Fax: 01344 634233  

**Toolkits**

Toolkits are also an extremely useful resource for analysing your own equality and diversity policies. They often contain instructions on how to implement better practice that can lead to change and contain case studies which are useful to get ideas from. They are an invaluable resource for smaller organisations as they are often free or relatively cheap.

Some general equality and diversity toolkits as well as strand specific ones are listed below:

**Making Diversity Happen! A guide for voluntary organisations (National Council for Voluntary Organisations (NCVO))**

This is a practical guide for developing diversity policies and strategies. The guide uses an approach that is based on defining diversity and involving the concept in the organisation’s mission and aims. The guide also looks at how to involve volunteers, service users and employees in developing and implementing a diversity strategy. It includes case studies and a checklist.

The publication can be purchased from NCVO for £15 or £10.50 for members.

**NCVO**
Regent’s Wharf  
8 All Saints Street  
London, N1 9RL  
Tel: 020 7713 6161  
Fax: 020 7713 6300  
Email: ncvo@ncvo-vol.org.uk  

**Development through Diversity (BASSAC)**

BASSAC’s toolkit comprises of a range of practical ideas for community organisations to use as a starting point in developing a diversity strategy.
The toolkit presents a series of ten steps, with a focus on understanding the principles of diversity, involving the whole organisation, undertaking self assessment and addressing barriers.

The toolkit is intended as reference material, allowing for a non-proscriptive, flexible approach. It is full of case studies and ideas on how organisations can implement better practice.

The toolkit can be accompanied by a book of eight case studies documenting the ways in which community organisations undertook steps to promote diversity as part of BASSAC’s grant programme.

The toolkit costs £10 and the book of case studies £5, or £12.50 for both


**Measuring Effectiveness**

This is a self-evaluation toolkit designed by the Charities Evaluation Services and the National Association of Councils for Voluntary Service (NACVS). Although this is not a toolkit that looks specifically at equality and diversity, it is useful because it is designed to help organisations improve their monitoring and evaluation activities.

The toolkit contains a framework for self-evaluation, a step-by-step process by which organisations can identify what they want to evaluate. It can be used for different areas of the organisation’s work including training. It contains information on using different methods for gathering data and guidance on writing evaluation reports.

Measuring Effectiveness can be downloaded from the National Association for Voluntary and Community Action’s (NAVCA) website.

**NAVCA**
The Tower
2 Furnival Square
Sheffield, S1 4QL
Tel: 0114 278 6636
Fax: 0114 278 7004
Textphone: 0114 278 7025
Email: navca@navca.org.uk
http://www.navca.org.uk/publications/meseffect/
Diversity Works for London

This website is funded by the London Development Agency. The purpose of the site is to promote the business case for diversity and to have it mainstreamed into every aspect of business in London. The website contains an enormous amount of information on implementing diversity policies and practices. This includes how to create a diversity strategy, devise a diversity policy and how to conduct an equality audit. There are case studies that exemplify good practice. The website also has a diagnostic tool where you can answer questions and find out how well your organisation is doing on equality and diversity. The website is a free resource:

www.diversityworksforlondon.com

The Cornwall Diversity toolkit (Cornwall Infrastructure Partnership)

The toolkit was originally written for organisations based in Cornwall. Although it contains information that is specific to Cornwall it is suitable for all third sector organisations pursuing excellence in equality and diversity. The resource covers definitions, analysis of attitudes and perceptions, self assessment framework, good practice guides, case studies and information on legislation. The toolkit can be downloaded from: http://www.voluntaryskills.com/resources/downloads/equality/?PHPSESSID=3ea03a01857c9dc54

The Complete Equality and Diversity Training Toolkit (Geriproject)

The Gender Equality and Race Inclusion Project has produced this toolkit on a CD-ROM. The training consists of eight modules designed to be delivered internally to develop the knowledge, awareness and skills needed for participants to incorporate equality and diversity into their everyday work. The toolkit includes a training needs analysis tool. The toolkit CD-ROM costs £110 and can be purchased from: http://www.geriproject.org/equality_and_diversity_services/1169137247.173/1165250930.657/

GERI Project Ltd
PO Box 7421
Annan, DG12 6WW
www.geriproject.org

Equalities and Communities: Challenge, Choice and Change (Community Development Foundation)

This is a book for community organisations. It gives a common framework for combating inequality and discrimination in a way which empowers the communities and individuals that the organisations reading it work with. The book costs £9.95 and can be purchased from the following website. http://www.nsfund.org.uk/pooled/articles/BF_DOCART/view.asp?Q=BF_DOCART_291761
Community Development Foundation
Unit 5, Angel Gate
320 – 326 City Road
London, EC1V 2PT
www.cdf.org.uk

Diversity Driver (Fairplay Partnership Yorkshire and Humber)
The partnership works to mainstream equality and diversity in the workplace. Their self assessment tool allows organisations to benchmark their diversity management, providing a baseline for improvement and helps determine what an organisation’s diversity priorities should be. It is based on the EFQM Excellence model. The toolkit is intended to be used by organisations of any size or sector. The toolkit is free for organisations that work in the Yorkshire and Humberside Region. For other organisations a small charge is made.

Fairplay Partnership Yorkshire and Humber
The Gatehouse
Mansion Gate
Chapel Allerton
Leeds, LS7 4RF
Tel: 0113 2622789
http://www.fairplaypartnership.org.uk/diversitydriver.html

Directories

Equalities Resources (NAVCA)
This is a listing of publications and websites available from the National Association for Voluntary and Community Action.
www.navca.org.uk/localvs/equalities

Runnymede Trust
The Runnymede Trust has a page on its website with links to equality and diversity agencies in the UK.
http://www.runnymedetrust.org/resources/links.html

Housing Diversity Network
The Housing Diversity Network has database of organisations representing and working with diverse groups.
http://www.housingdiversitynetwork.co.uk/resources/directory.asp
Equality and Diversity Forum (EDF)

The EDF has an extensive database of website links for third sector and statutory organisations. Agencies can be searched by name, location, sector and equality strand.

http://www.edf.org.uk/orgsearch/orgsearch.aspx

Libraries

Directory of Social Change Library Service

Guides to good practice in all strands of equality can be found in the Human Resources section of the library. The library holds many publications on recruitment and selection, legal requirements and quality standards. The reference and reports section also contains publications on cultural diversity. A full catalogue can be found at

http://www.dsc.org.uk/charitybooks/library_service.html

The Runnymede Collection at Middlesex University Library

This library holds a collection of books, pamphlets, research reports, press cuttings and bulletins concerning equality and diversity issues. Subjects include race and racism, immigration, citizenship, social services, housing, health, prisons, education, population trends and human rights. The online catalogue can be found at

http://www.mdx.ac.uk/runnermede/books.htm

Housing Diversity Network

The Housing Diversity Network has an online library of publications covering best practice guides and community cohesion.

http://www.housingdiversitynetwork.co.uk/resources/library.asp

Websites

Voluntary Matters 3

Voluntary Matter 3 is a media trust that specialises in aiding communication between charities. The website contains diversity case studies from the TV programme and other resources specifically for those working with volunteers. It includes a scenario test relating to diverse interviewees, a quiz, a discussion forum, publications and links to other resources.

www.voluntarymatters3.org/diversity/introduction/index.html

Biznet, Yorkshire and Humber Race Equality Toolkit

This website provides information on equality for businesses working in the Yorkshire and Humber region, although it can be of use to other organisations. It contains news updates, information on legislation, guidance and case studies.

www.biznet.org.uk
This part of the guide looks at Human Rights, the Public Sector Duties and the Equality Strands.
The Human Rights Act 1998 is perhaps the single most important piece of legislation for equality and diversity in the United Kingdom. The Human Rights Act allows people to raise cases where they believe that a public authority has breached one of their human rights protected by the Act.

**Relevant rights protected in the Act include:**

- **Article 2**  The right to life
- **Article 3**  The right to freedom from torture, inhumane and degrading treatment
- **Article 5**  The right to liberty and security
- **Article 6**  The right to a fair trial
- **Article 8**  The right to respect for private and family life
- **Article 9**  The right to the freedom of thought, conscience and religion
- **Article 10**  The right to freedom of expression
- **Article 11**  The right to the freedom of assembly and association
- **Article 14**  The right to freedom from discrimination on the grounds of sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status

The notion of human rights is based around the concepts of fairness, equality, respect, dignity and autonomy and this gives us a new paradigm through which to see people.\(^{16}\) It allows us to think about everyone as having a certain minimum simply because they are human beings.

Imaginative use of the Human Rights Act has been instrumental in pushing forward protection for people that do not fit neatly into fixed categories or where Parliament has yet to legislate on an equalities area. For example, the House of Lords extended tenancy rights to same sex partnerships before Parliament voted to create Civil Partnerships. This was based on Article 8: the right to respect for private and family life.
Resources

Ministry of Justice
The Ministry of Justice’s website contains advice and guidance on the Human Rights Act.

http://www.justice.gov.uk/guidance/humanrights.htm

www.justice.gov.uk

Directgov
Gives basic introductory information about rights and responsibilities of individuals, human rights and where they come from:


It also has information on the Human Rights Act

http://www.direct.gov.uk/en/RightsAndResponsibilities/DG_4002951

Your Human Rights (BIHR)
This is a series of four guides written by the British Institute of Human Rights which focus on the practical relevance of human rights. They are written directly for people living with mental health problems, disabled people, older people and refugees and asylum seekers.

http://www.bihr.org/information/guides.html

Organisations

Equality and Human Rights Commission (EHRC)
Part of the EHRC’s remit is to promote new understanding of equality and human rights culture. It will be providing training and other services on this.

The website contains specific information on human rights.

Equality and Human Rights Commission  
Manchester  
Arndale House, The Arndale Centre  
Manchester, M4 3AQ  
Tel: 0161 829 8100  
Fax: 01925 884 000  

London  
3 More London, Riverside Tooley Street, London, SE1 2RG  
Tel: 020 3117 0235  
Fax: 0207 407 7557  
info@equalityhumanrights.com  
www.equalityhumanrights.com  

British Institute of Human Rights  
The BIHR is a campaigning organisation that provides training to organisations that want to employ a human rights based approach to their work. Their website has a wealth of information and publications on human rights, legislation and other issues. As well as resources, briefings and guides, BIHR provides training around human rights.  

British Institute of Human Rights  
School of Law  
King’s College London  
26-29 Drury Lane  
London, WC2B 5RL  
Tel: 0207 848 1818  
Fax: 0207 848 1814  
Email: info@bihr.org.uk  
www.bihr.org.uk  

Amnesty International UK  
Internationally, Amnesty is one of the most renowned human rights organisations. It campaigns to improve human rights in the UK and across the globe.  

Amnesty International UK  
The Human Rights Action Centre  
17-25 New Inn Yard  
London, EC2A 3EA  
Tel: 020 7033 1500  
Fax: 020 7033 1503  
Textphone +44 (0) 20 7033 1664  
Email sct@amnesty.org.uk  
www.amnesty.org.uk
Liberty

Liberty is a civil liberties campaigning organisation. It has a website which explains various articles in the Human Rights Act 1998.

http://www.yourrights.org.uk/

It takes on a small number of cases where it believes that there is a point of law that needs to be decided on.

Its website has a section specifically designed for third sector organisations and what they can do to help advance human rights.

www.yourrights.org.uk/vas

It runs a telephone helpline designed specifically for third sector organisations for questions on human rights issues: 0845 122 8621

The helpline is open Monday 14:30-16:30 and Tuesdays and Thursdays 10-12.

Liberty
21 Tabard Street
London, SE1 4LA
Tel: 020 7403 3888
www.liberty-human-rights.org.uk
Public bodies have greater responsibilities under discrimination law than private or third sector organisations. The Race Equality Duty came into law through the Race Relations (Amendment) Act 2000 and places a positive duty on public authorities to promote race equality. The Disability Equality Duty which came into effect in December 2006 through the Disability Discrimination Act 2005 and the Gender Equality Duty (April 2007) which was brought into law through the Equality Act 2006, place duties on public authorities to promote disability and gender equality respectively.

This section looks at what these duties mean to third sector organisations. The Duties may affect an organisation:

- where it is considered to be a public authority;
- where it provides a service to a public authority; and
- for campaigning purposes.

As a result of amended equality law, organisations in the third sector that deliver services of a public nature under contract to public bodies must be prepared to comply with the general statutory duties to promote race, disability and gender equality. This is because public bodies that contract out their services remain subject to the general duties. For example, a public body can impose tender specifications, contract conditions and monitoring requirements on its contractors to ensure that the authority continues to meet its statutory general duties to promote race, disability and gender equality. An example of this could be where a Housing Association provides housing to a homeless person on behalf of a local authority.

In these circumstances, it would be considered to be a public body only where it is providing the service of public nature and not, for example, where it was providing accommodation to other residents on a commercial basis. However, all housing providers must comply with the Statutory Code of Practice on Racial Equality in Housing which came into effect in October 2006. The code is available from the Equality and Human Rights Commission.

Public authorities have a purchasing power of £125 billion. Therefore, if your organisation is bidding for a contract to provide a service on behalf of a local authority, you may have to prove that your equality standards are high and that you are proactive in ensuring this to be the case as this may be one of the conditions of the contract.
If you think that you may provide a service of a public nature, you should consider safeguarding your position and take steps to implement the practices from the Equality Duties. Even if your organisation would never tender for public sector contracts, the Equality Duties could be seen as a template to be used by organisations that seek to excel in their equality practices.

**Equality Impact Assessments**

Third sector organisations are often asked to comment upon, or contribute to equality impact assessments (EIAs) that are undertaken by public bodies such as local authorities. A specific duty of the Race Relations (Amendment) Act 2000, Disability Discrimination Act 2005 and the amended Sex Discrimination Act 1975 requires most public authorities to assess and consult on the likely impact of their new and revised policies on the communities affected by them. This means the authorities must show that they have consulted widely with communities and individuals. Formal consultation arrangements are often set with the community and third sector groups in order to hear the views of their members.

It is important, therefore, for third sector organisations to understand why and how equality impact assessments should be done. By doing this, third sector organisations will be in a strong position to hold public authorities to account for the ways they develop and implement their policies.

Training should be given to those involved so that they fully understand what they are required to do. The short guide below illustrates how to act as an effective advisor to a public authority when consulted on equality impact assessments.

**What is an equality impact assessment?**

An equality impact assessment is a systematic process that shows what impact a policy is likely to have on the communities affected by it. The word ‘policies’ includes: written policies, practices, projects, guidance, strategies and procedures. Policies may affect different communities in positive or adverse ways. To determine the equality impacts, public bodies also have a statutory duty to consult with all communities likely to be affected by the policy.

**Evidence of consultation by public bodies**

Third sector organisations should look for evidence that a new or revised public sector policy reflects the views of those likely to be affected by it. Does it show you who was consulted and when and how they were consulted? If not, ask the report writer or senior officer these questions to satisfy yourself that proper consultation was done.

Do not accept that there was no time to ask people likely to be affected for their views. Sometimes, only staff and officers representing minority groups are consulted.
However, you also need to see evidence that external organisations representing all minority groups affected by the policy are also consulted on the policies or practices.

Organisations can then make sure that the views of communities affected by public sector policy are appropriately sought and incorporated: that the final policy is fit for purpose; and that its outcomes are properly monitored to ensure it stays fit for purpose.

**Organisations**

**The Public Law Project**

The Public Law Project aims to improve access to public law remedies for people who would not otherwise have access to them due to poverty or other disadvantages. If an individual were to raise a case against a public authority for not having implemented the Equalities Duties properly, they would have to raise their case through public law avenues. The organisation takes on cases such as these.

**Public Law Project**  
150 Caledonian Road  
London, N1 9RD  
Tel: 0207 697 2190  
Fax: 0207 837 7048  
e-mail: admin@publiclawproject.org.uk  
www.publiclawproject.org.uk

**Resources**

**Equality and Human Rights Commission**

The website gives a substantial amount of information on the meaning of a public authority and how this affects third sector organisations. It also provides a substantial amount of information on the equalities duties.

http://www.equalityhumanrights.com/en/forbusinessesandorganisation/publicauthorities/Pages/BusinessesorganisationsPublicBodies.aspx  
It also describes what is considered to be a service provider:  

Liberty has produced a document on how to determine whether an organisation is a public authority or not.

Introduction

The equality strands are:

- Gender (including gender identity)
- Sexual Orientation
- Age
- Disability
- Race (including refugees, asylum seekers and Gypsies and Travellers)
- Religion and belief (including people who have no religion or belief)

There is scope to include other equality strands for example, carers and the deaf community (that is people who are profoundly genetically deaf who describe themselves not as disabled but as part of a cultural minority). The fluidity of the strands is something very positive that recognises diversity, allows for difference and seeks equality of outcome for all. These dimensions of equality and diversity can be incorporated by public bodies when they conduct equality impact assessments, an approach recommended by the Equality and Human Rights Commission.

Traditionally, the equality strands have been dealt with as separate self-contained entities. However, much work has been done to bring them together in a way which gives scope to combating multiple discrimination. Recently two reviews have been conducted: the Equalities Review, which investigated the causes of persistent discrimination and inequality in British society; and the Discrimination Law Review which looked at current anti-discrimination legislation with the view to simplifying and harmonising the law. The result should be a Single Equality Act.

This part of the guide presents the separate equalities strands in individual sections. Each section contains the following:

- Introduction
- Current legal responsibilities
- Where applicable, information on the public sector duties
- Further resources
- Contact details for organisations dealing specifically with this issue

18. Olmec would like to thank the London Voluntary Service Council for their help in writing this section.
Gross inequality still persists between men and women in our society. Women tend to suffer more than men from discrimination on the grounds of gender. This is strongly demonstrated by wages and salaries. For example, on average a woman who works full time earns 17% less than a man who works full time, women who work part-time on average earn 38% less than men in full-time employment for the equivalent number of hours. Women occupy fewer of the top positions in society, for example, only 20% of MPs are women. Yet men can also be victims of gender discrimination.

Tackling inequality and paying attention to differences between women and men benefits everybody. For example, gender equality reduces the power of rigid gender stereotypes of what it means to be a ‘real man’, giving men and boys more choices in their lives.

Legislation

Over the past thirty years much legislation has been introduced to combat discrimination on the grounds of gender and gender identity. Below is an outline of the Acts of Parliament and measures introduced by the European Community which protect people from discrimination:

Equal Pay Act 1970

Obliges employers to pay the same wage or salary to women doing a similar role to a male in the same organisation or company.

Sex Discrimination Act 1975

The Sex Discrimination Act 1975 as amended makes it unlawful to discriminate on the grounds of sex or marital status in employment, education, advertising for jobs, housing and the provision of goods, facilities and services. It also
prohibits harassment in employment. The Act allows organisations to advertise single sex posts where there is a genuine occupational requirement (GOR). For example, an organisation which provides support for female victims of domestic violence would be able to employ women only.

The Sex Discrimination Act provides legal protection on many grounds including:

- on grounds of sex (i.e. male or female); and
- on grounds of gender reassignment (see section on Gender Identity).

**Employment Act 2002 (Flexible Working Regulations)**

Introduces the right of employees to request flexible working.

**Part-time Workers Regulations 2000**

It is unlawful to treat part-time workers less favourably than their full-time equivalents unless it is objectively justifiable. However, the regulations do not create a right for women to access part-time work.

**Consolidated Equal Treatment Directive 2006/54**

There should be no discrimination on the grounds of gender, either directly or indirectly, nor by reference to marital or family status, in accessing employment, training, working conditions, promotion or dismissal.

**Social Security Directive**

Requires equal treatment of men and women in statutory schemes. It provides protection against sickness, invalidity, old age, accidents at work and occupational diseases and unemployment. It does not require equalisation of pension ages.

**Equal Pay Directive**

Pay discrimination on the grounds of sex should be eradicated.

**Gender Equality Duty**

The Gender Equality Duty came into effect in April 2007. The duty was brought in because after nearly 40 years of legislation, discrimination is still widespread. The Gender Equality Duty requires public authorities to promote gender equality. It is more wide-ranging than previous legislation because it requires those bodies affected to be proactive rather than reactive.
Third sector organisations should be aware of the duty because it may affect them in the following ways:²¹

1) Procurement. Third sector organisations are increasingly providing services on behalf of public bodies. Public bodies may insist that organisations conform to the highest gender equality standards at the risk of losing contracts or being ineligible for future contracts. The Equal Opportunities Commission recommended that public authorities place a clause in the terms and conditions of contracts:

You will ensure that you do not discriminate against anyone unlawfully, or treat anyone unfairly, on the grounds of their sex, gender identity, marital, family or part-time status. You will also make sure that anyone acting on your behalf, your employees and sub-contractors involved in the Contract do not do so either, and that those involved in the management or operation of the Contract receive appropriate training on equal opportunities legislation and associated good practice.

An organisation which is known for its gender equality practices is more likely to be commissioned to provide a service on behalf of a public body.

Public sector bodies may also request that specific data is collated by the organisation so that the public authority can prove its own compliance with the specific duties. It makes sense therefore for third sector organisations to seek to excel on their gender equality policies to appear more attractive to public sector funders and to have the chances of either renewing their contract or obtaining one in the first place increased.

2) Good Practice. Legislation currently only requires certain bodies “to promote gender equality” but some of the methods prescribed could be employed by other organisations to help promote gender equality even where they are not obliged to. They could insert similar clauses as the one above into their contracts with other third sector organisations or companies that are supplying goods and services. This puts pressure on their own suppliers to implement good equalities practices.

3) Campaigning. organisations can hold public authorities to account if they are not implementing the Gender Equality Duty properly.

4) Third sector organisations as public authorities. Some organisations can be considered to be public authorities where they provide a service on behalf of a public authority and where that service is public in nature. For example, Housing Associations are now bound by the Gender Equality Duty.

²¹ Taken from advice given in Gender Equality Duty: Code of Practice for England and Wales http://83.137.212.42/sitearchive/eoc/PDF/GED_CoP_Draft.pdf?page=19765
Specific Duties

Some public bodies that are listed in the Sex Discrimination Act 1975 have specific duties under the Gender Equality Duty including:

- gathering and analysing information;
- consulting stakeholders;
- carrying out gender equality impact assessments;
- prioritising and implementing gender equality objectives; and
- reporting and reviewing.

More information on equality impact assessments and the relevance for the third sector can be found in the Equalities Duties section.

The General Duties

A public sector employer also must pay due regard to eliminating forms of gender discrimination and harassment in employment. Some third sector organisations will also have to comply with these duties (see section on the Equalities Duties for more information).

The following are measures prescribed in the Equal Opportunities Commission’s Code of Practice as good practice for all organisations:

- ensuring fair recruitment processes;
- avoiding concentration of women and men into particular areas of work and addressing it where it already exists (‘occupational segregation’);
- promoting and managing flexible working;
- ensuring high-level part-time work and supporting part-time workers;
- managing leave for parents and carers;
- managing pregnancy and return from maternity leave;
- eliminating harassment including sexual harassment;
- eliminating discrimination against, and harassment of, transsexual staff and potential staff;
- grievance and disciplinary procedures;
- redundancy;
- retirement;
- equal pay; and
- work-based training opportunities.22
Resources


**The Women’s Resource Centre** has produced a template for Central Government Departments on the Gender Equality Duty. This can be downloaded from their website: www.wrc.org.uk

**Enforcing the Gender Equality Duty: a Toolkit for Individuals** (The Equality and Human Rights Commission)

The EHRC has recently produced a toolkit for individuals to help hold public authorities to account on their duties under the Act.


**Tools for Change: Public Sector Equality Duties & Violence against Women** (End Violence against Women) (October 2007)

End Violence against Women worked with the Equal Opportunities Commission to produce this toolkit aimed at reducing violence against women.

http://www.endviolenceagainstwomen.org.uk/documents/Enforcement_toolkit.doc

**Best practice**

One useful tool that third sector organisations could use is thinking about how their policies may affect men and women differently once implemented. It is worth bearing in mind that there may be different reasons why men and women take up services. If men or women are not using certain services then it may be worth finding out what inhibits them from seeking them out. Gender stereotypes may even be a good place to start thinking about this.

- Women are more likely to work part-time than men. If a service is only open during office hours then men may be less likely to use the service (of course it would also restrict women who work full-time from using the service). Changing the opening hours of a service so that both full-time workers and part-time workers can access it may make a difference.
Women are also more likely to have childcare responsibilities. Providing assistance with childcare or making your service child-friendly may attract more female service users.

These are just a couple of the many examples of where adapting practices could help organisations work better with both genders.

Of course, there may be many reasons why a third sector organisation would want to provide a male-only or female-only service. An example often cited is a refuge for women who are survivors of domestic violence. Women are more likely to be subject to domestic violence than men so it would be disproportionate for an organisation to provide the same number of beds for male users as female users. It is also unsafe and ineffective to provide these services in a mixed environment.

**Training – ReGender**

Oxfam GB set up the ReGender project in 2003 to improve gender outcomes in regeneration processes across the UK. In the last five years it has worked with community groups, local, regional and national decision-makers, and regeneration practitioners to find better ways to improve the lives of women and men through regeneration.

Women are often excluded or sidelined during the regeneration process for a variety of reasons, such as low or non-existent representation at the decision-making levels. ReGender aims to highlight these kinds of barriers and help the organisations and statutory agencies involved in regeneration to understand how they can improve their work by recognising the differences in women’s and men’s lives. This can include simple things such as thinking about the ways in which the design of new homes can have an impact on one gender more than others – and then taking action to correct the imbalance.

The ReGender project also recognises that outcomes for men are not always as good as they should be. One example of this is that men visit their GP significantly less than women, which has an especially negative impact on the health of those men who are also on low incomes and lacking support in other areas of their lives. The project seeks to help organisations address these sorts of problems and to find practical solutions for them.

ReGender has trained and is currently working with 35 regeneration practitioners who are known as “gender champions”, and are taking their skills and knowledge about gender issues back into their workplaces and communities, to the benefit of men, women, and regeneration.

Oxfam’s ReGender project offers two to three day training courses for third sector organisations and public sector authorities especially those involved in regeneration:

**Contact:** Re:Gender Programme 0161 860 4021  
http://www.oxfam.org.uk/resources/ukpoverty/regender.html

For useful resources, guides and toolkits on gender and regeneration, visit the Oxfam GB website: http://www.oxfam.org.uk/resources/ukpoverty/resources.html#regen
Manton Community Alliance

Manton is an estate in an ex-mining community and it is one of the most deprived areas in the East Midlands. It suffered heavily from unemployment following the mine closures in the 1990s. Manton Community Alliance is one of the Neighbourhood Renewal Pathfinders and part of their work is to consult with the local community on how their resources should be spent. Two members of the team went on training delivered by the ReGender project and realised that the residents involved in their consultation were not necessarily representative of the estate: men did not make up as many of the people attending the consultation as women on the estate.

The organisation realised that it had to engage more with men in the local community otherwise they were going to miss out on vital information. Efforts were then made to change the style in which it operated. For example, after realising that women visited their offices more often than men, they varied the hours that their offices were open so that there were some evening and Saturday opening times to encourage men to come along.

Whenever Manton Community Alliance carries out consultations it always follows practices to ensure that they get fair representation from both women and men in the local community.

www.mantoncommunityalliance.org.uk

Resources


This report discusses the value and benefit of women only services. It is the result of some of the work that the Women’s Resource Centre has been doing on getting women only services on the agenda.


www.whywomen.org.uk
Into the Lion’s Den: a Practical Guide to Including Women in Regeneration (Oxfam UK Poverty Programme)

This is a toolkit for organisations involved in regeneration which want to improve female involvement in the process. Some of the steps can be used to involve men in the process as well. The guide includes case studies from organisations which Oxfam UK had worked with beforehand. The guide can be downloaded from Oxfam’s website:

http://www.oxfam.org.uk/resources/ukpoverty/resources.html#lions

Where are Women in Local Strategic Partnerships (The Women’s Resource Centre in partnership with Oxfam and Urban Forum)

The document discusses issues that women face and can be downloaded from the Women’s Resource Centre’s website

http://www.wrc.org.uk/downloads/Policystuff/womenlsps.pdf

See Both Sides: A Practical Guide to Gender Analysis for Quality Service Delivery (Oxfam)

This is a guide to service delivery looking at policies through to services using gender analysis. It covers a number of different actions and practical tools that organisations can use to redress gender imbalance in an organisation.

http://publications.oxfam.org.uk/oxfam/display.asp?K=9780855985370&sf_01=CTITLE&st_01=See+both+Sides&sort=SORT_DATE/D&x=18&y=5&m=1&dc=1#contents

Gender and the City: Gender and Community Engagement in Manchester: Tools and Processes (GEM)

This toolkit has been developed by GEM to help organisations across Manchester engage with gender issues. Although it has been produced with a specific emphasis on the different populations that make up Manchester, the tool kit is relevant to organisations across the country, be they in rural or urban areas.

Community Audit and Evaluation Centre
Manchester Metropolitan University
799 Wilmslow Road
Didsbury
Manchester, M20 2RR
Tel: 0161 247 2114
Email: caec@mmu.ac.uk
www.ioe.mmu.ac.uk/caec
Organisations

The Women and Equality Unit
Based at the Government’s Equality Office, its role is to develop policies relating to gender equality and to ensure that Government policies on equalities are coordinated. It provides information relating to gender equality legislation.

The Women and Equality Unit
5th Floor, Eland House
Bressenden Place
London, SW1E 5DU
United Kingdom
Tel: 0207 944 4400
Email: ministers@dwp.gsi.gov.uk
www.womenandequalityunit.gov.uk

The Women’s National Commission
Gives advice to Government on issues relating to women’s rights.

Women’s National Commission
4/G9 Eland House
Bressenden Place
London, SW1E 5DU
Tel: 020 7944 0585 / Fax: 020 7944 0583
E-mail: wnc@communities.gsi.gov.uk
www.wnc.org.uk

The Fawcett Society
The Fawcett Society has its roots in the suffragette movement of the 19th and 20th Centuries. It is one of the leading campaigning organisations on issues of inequality between men and women.

The Fawcett Society
1-3 Berry Street
London, EC1V 0AA
Tel: 020 7253 2598
Fax: 020 7253 2599
www.fawcettsociety.org.uk
The Women’s Resource Centre

A national charity supporting women’s organisations to be more effective and sustainable. It provides information about publications and conferences and events for the women’s voluntary sector. There are a number of useful links to a wide variety of women’s organisations, resources, funding streams, charities, healthcare and Government departments.

www.wrc.org.uk/resources/useful_links.htm

The Women’s Resource Centre
33-41 Dallington Street,
London, EC1V 0BB
Tel: 020 7324 3030
Fax: 020 7324 3050
www.wrc.org.uk

End Violence Against Women Coalition

A coalition of organisations calling on the Government, public bodies and others to take concerted action to end violence against women.

End Violence against Women Coalition
17-25 New Inn Yard
London, EC2A 3EA
United Kingdom
Email: holly.dustin@amnesty.org.uk
www.endviolenceagainstwomen.org.uk

Oxfam UK Poverty

494 Wilbraham Road
Chorlton
Manchester, M21 9AS
Tel: 0161 861 7251
Fax: 0161 860 5600
Email: ukpoverty@oxfam.org.uk
www.oxfam.org.uk/resources/ukpoverty/index.html
Gender Identity

Despite increased levels of protection, transgender people still suffer significant levels of discrimination. For example, 47% of transgender people do not use public, social or leisure facilities for fear of being discriminated against.23 Many transgender people suffer with housing because of harassment from neighbours. It is important for all third sector organisations to be aware of these issues because there may be an employee or future employee who is transgender and the organisation may deliver services to trans people.

It is also important that organisations are aware of their legal obligations and the difficulties that many people face at work. A quarter of transsexual people have felt the need to seek new employment as their employers cannot guarantee that a new job will be free from harassment.24


24. Ibid.


Hal and Bengie No.7 Source: Press for Change.25
Definitions

**Gender Dysphoria:** A person with gender dysphoria may feel that they have a gender identity that is different from their atomic sex. As a result, they may experience anxiety, uncertainty or persistently uncomfortable feelings about their birth gender.\(^{26}\)

**Gender Reassignment:** A process which is undertaken under medical supervision for the purpose of reassigning a person’s sex by changing physiological or other characteristics of sex.\(^{27}\)

**Transgender:** A broad term used to describe a person with gender dysphoria who feels a consistent and overwhelming desire to live their life in the gender that is opposite to that assigned to them at birth. The term includes people who have undergone, are undergoing, or intend to go under full genital reassignment surgery but it also encompasses all people who choose not to undergo medical treatment.

**Transsexual:** A person who through the use of hormones and surgery takes on the characteristics of the opposite sex to that which they were assigned at birth. They live permanently in the gender role appropriate to that sex. They may have undergone, are undergoing or intend to undergo full genital reassignment surgery.

**Transvestite:** The clinical name for a cross-dresser or a person who dresses in the clothing of the opposite sex. Generally, transvestites do not wish to alter their body and do not necessarily experience gender dysphoria.

Legislation

**Sex Discrimination Act 1975**

The Sex Discrimination Act 1975 as amended protects people who intend to undergo, are undergoing or have undergone gender reassignment against discrimination and harassment on the grounds of gender reassignment in employment and related areas and vocational training (including further and higher education). This covers all aspects of employment, including recruitment and selection processes, employment related benefits, and facilities, including training, career development and references.

It is a criminal offence for any employee to disclose information about the gender identity of colleagues or service users unless specific permission is obtained. There are a few exceptions to this.

An employer may be able to discriminate where:

- They can show that there is a genuine occupational requirement which means that the job has to be done by someone of a particular sex, and that it is reasonable to prevent someone who was not assigned that gender at birth and who has not acquired a Gender Recognition Certificate to have their change of gender legally recognised.


27. Ibid.
The job involves working in a private home where there would be close physical or social contact, or knowledge of the intimate details of a person’s life, and the employer can show that people would object to being cared for by someone of the birth gender of the person.28

These exceptions do not apply to someone who has acquired a Gender Recognition Certificate. The employer would only be able to discriminate in the same way that would be permitted to an employee with the same gender.

www.justice.gov.uk/whatwedo/genderrecognition.htm

**Gender Recognition Act 2004**

The Gender Recognition Act 2004 gives transsexual people the legal right to live in their acquired gender. It also ensures that they are afforded all the rights and responsibilities appropriate to that gender. It allows people to apply for a Gender Recognition Certificate.

**Civil Partnership Act 2005**

People who have a Gender Recognition Certificate are able to form a Civil Partnership with someone of the same gender.

**The Gender Equality Duty (Under the Equality Act 2006)**

Public authorities must pay due regard to the need to eliminate discrimination and harassment on grounds of gender reassignment in the fields of employment and vocational training. This includes discrimination against transsexual people in the activities they provide. Employers must have due regard that transsexual employees are adequately covered by workplace policies.

**EC Goods and Services Directive 2004/113/EC**

The Directive makes discrimination against trans people in the delivery of goods, services and premises unlawful. It was meant to be brought into UK law by the 21st December 2007 but there have been delays. The Draft Sex Discrimination (Amendment of Legislation) Regulations 2008 (which implement 2004/113/EC) were debated in Grand Committee of the House of Lords in March 2008 and it is only a matter of time before this will become law. Organisations should ensure that when they are doing work on equalities that employees who are making decisions about the provision of services to clients and service users are aware of these regulations. Employers can be held liable for the acts of their employees.

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28. Taken from the Woman and Equality Unit at DTI’s report p.9.
### Resources

**Gender Reassignment: a Guide for Employers (Women and Equality Unit)**

A guide designed by the Woman and Equality Unit to give information to employers on how the law applies to them and to help them with any issues that may arise from someone in the workplace undergoing gender reassignment treatment.

http://www.womenandequalityunit.gov.uk/publications/gender_reassignment_guide05.pdf

**Meeting the Gender Duty for Transsexual Staff (Equal Opportunities Commission)**

The Equal Opportunities Commission published this toolkit for public authorities although it is also relevant to third sector organisations that would legally be considered to be public authorities and others that want to implement good practice


**Gender Reassignment: Guidance for Managers and Supervisors (Equal Opportunities Commission)**

Toolkit produced by the Equal Opportunities Commission for managers and supervisors who are working with someone undergoing gender reassignment surgery


**The Gender Trust: Transsexualism and Gender Reassignment: Recommendations for Management Guidelines**

This publication costs £8.00 including postage and packaging and can be obtained from the Gender Trust.

http://www.gendertrust.org.uk/htm/workplace.htm

**Engendered Penalties: Transgender and Transsexual People’s Experience of Inequality and Discrimination**

This report was commissioned as part of the Equalities Review.


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**Eonism – the Chevalier d’Eon**

Charles-Genevieve d’Eon de Beaumont (1728-1810), a French diplomat, was famed for dressing as a woman. It is claimed that as a child his mother dressed him in female clothing until he was seven. As an adult, he took to crossdressing again when asked to represent Louis XV at the Court of Empress Elizabeth of Russia. French diplomats were banned from the Court so d’Eon successfully disguised himself as a woman in an attempt to get into the court and spy on the Empress. Diplomatic relations were once again restored between the two countries. He was later sent to England to spy on the King and was only returned to France on the condition that he dressed as a woman. Following the French Revolution, Chevalier spent the rest of his life living in London choosing to live as a woman. People were so convinced that he was a woman that they placed bets on his gender. A post-mortem examination confirmed that he was, in fact, male.

For more information see: www.beaumontsociety.org.uk/chevalier
Organisations

Press for Change

An organisation which campaigns for respect for all transgender people. It is run entirely by volunteers but holds a significant amount of resources and information on its website. It also holds training sessions on transgender rights.

www.pfc.org.uk

The Beaumont Society

Organisation that provides support and a network for cross-dressers, transvestites and transsexual people. They also provide training to organisations that want to know more about the issues.

The Beaumont Society
27 Old Gloucester Street
London, WC1N 3XX
Info Line (24 Hr): 01582 412220
Helpline 0700 0287878 (open Tuesdays & Thursdays 7-11pm)
Email: enquiries@beaumontsociety.org.uk
www.beaumontsociety.org.uk

FTM Network

Provides support to female to male transgender and transsexual people. It has a helpline and links to other organisations.

FTM Network
BM Network
London, WC1N 3XX
Tel helpline: 0161 432 1915 (open Wednesday 8 - 10.30pm)
www.ftm.org.uk

The Gender Identity Research and Education Society

The Gender Identity Research and Education Society conducts research into gender identity. Research reports can be accessed from its website.

The Gender Identity Research and Education Society
Melverly; The Warren; Ashtead
Surrey, KT21 2SP
Tel: 01372 801 554 / Fax: 01372 272 297
Email: admin@girestrust.org.uk
www.gires.org.uk
The Gender Trust
The website provides detailed information on Gender Dysphoria. They have a plethora of fact sheets on different issues. They also have a telephone support line for anyone who has an issue with their own gender identity and they will also send a member of their team into workplaces to help when someone takes the decision to live in the opposite gender to that which they were assigned at birth.

The Gender Trust
Community Base
113 Queens Road
Brighton, BN1 3XG
Tel: 01273 234 024
Helpline: 0845 231 0505 (open 10am-10pm Monday – Friday and 1-10pm Saturday and Sunday)
Email: info@gendertrust.org.uk
www.gendertrust.org.uk

Mermaids
Provides support for young people up to 19 years old, their parents, schools and carers who are trying to cope with gender issues. They also do awareness raising in schools and other facilities that young people use. This may be a useful resource for organisations providing services to young people.

BM Mermaids
London, WC1N 3XX
Helpline: 07020 935 066 (open Monday-Saturday 3-7pm)
www.mermaids.freeuk.com

Gendys Network
Is a network for people who have gender identity issues and for the people who care for them. Their services include professional counselling and general information and advice.

Gendys Network
BM Gendys
London, WC1N 3XX
www.gender.org.uk/gendys/index.htm
Sexual Orientation

According to Government estimates, lesbian, gay and bisexual people make up about 6% of the UK population\(^{29}\). Many people still suffer from harassment and discrimination both in the workplace and in the outside world on the basis of their sexual orientation.

A study conducted by the Comparative Organisation and Equality Research Centre in 2006 found that 18% of respondents had suffered discrimination at work. 23% of people had suffered from harassment in the workplace as a result of their sexual preferences.\(^{30}\) Positively, 95% of the respondents from third sector organisations said that their employer was gay friendly. It also found that the figures on discrimination and harassment in the workplace were much lower in the third sector than in the private or public sector.

Trans

Many organisations put lesbian, gay and bisexual issues with trans issues. As the issues faced by trans people are about gender identity and have nothing to do with sexual orientation, we have put this in separate section. However, some trans people are lesbian or gay but many more are heterosexual.

Legislation

Employment Equality (Sexual Orientation) Regulations 2003

The regulations make it unlawful to discriminate on the grounds of sexual orientation in employment or training. They protect people from discrimination on the grounds of their sexual orientation towards persons of the:

- same sex; or
- opposite sex; and
- same and the opposite sex.

Specifically, it is unlawful to discriminate in the following ways because of someone’s sexual orientation:

- refuse to offer them a job;
- offer them terms of employment that are below the standard they would have offered had the person had another sexual orientation;
- deny them opportunities for promotion, transfer, training and receiving other benefits;
- dismissal; or

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\(^{29}\) Colgan et al. (2006) Lesbian, Gay and Bisexual Workers, Equality Diversity and Inclusion in the Workplace (London Metropolitan University: London)

\(^{30}\) Ibid.
subject them to other detrimental treatment such as victimisation or treating them less favourably than other employees.

The regulations also protect people against perceived sexual orientation so that if an employer does not appoint someone to a job because they ‘think’ they are gay even if they are heterosexual then their act would be unlawful. Protection extends to association so that, for example, an employer could be found guilty for discriminating against an employee if they treated them less favourably than others because although they themselves are not a lesbian, they have lesbian friends.31

Employers can also be held liable if they do not stop someone being victimised or harassed by colleagues due to their sexual orientation. It is therefore worth providing training or ensuring that employees know that harassment and bullying will not be tolerated. Harassment and bullying can sometimes be subjective and making jokes may be more offensive than someone realises.

Costs of discrimination claims

This legislation is still relatively new but there have been several judgements which indicate how much it would cost employers if they or an employee were found guilty of discrimination. As discussed in the introduction, the average cost associated with bringing a case to an employment tribunal is £7,484. However, if an employer loses a case then it could cost them a lot more both in terms of payouts and gaining a bad reputation. For example in Brooks v. Findlay Industries UK Ltd an employee was awarded £23,000 when his employer did not investigate claims of homophobic bullying and subsequently demoted and then sacked the employee for his absenteeism, which had been a result of this workplace bullying.

Exceptions

There are several exceptions to the regulations:

Employers can discriminate where there is a genuine occupational requirement (GOR). However, this will be a very limited bracket as they have to prove firstly that it is “genuine, determining and proportionate.” The onus is on the employer to prove that all three have been met. It may be lawful if for example, an organisation provides a counselling service to a lesbian, gay or bisexual community and it is a requirement that the counsellor is from the same group.32 There is also an exception where employment “is for the purposes of organised religion” and the sexual orientation is required to comply “with the doctrines of the religion” or “to avoid conflicting with the strongly held religious convictions of a significant number of religious followers”. The Catholic Church can refuse to ordain someone as a priest if he were gay.

The circumstances are limited and it is only meant to cover roles such as ministers of religion or involving work for a church, synagogue or mosque. So for example, a Catholic nursing home would not be able to use the genuine occupational requirement to deny employment to a gay nurse. Lesbian, gay and bisexual teachers in faith schools are also protected. A recent employment

32. Ibid.
tribunal against the Church of England ruled that the claimant had been discriminated against on the grounds of sexual orientation by the Hereford diocesan board of finance after his appointment as a youth worker was blocked. The claimant was awarded £47,000.\textsuperscript{33}

**Positive Action**

The regulations permit employers to encourage people of particular sexual orientation to apply for jobs or training if they feel that the post they apply for would help redress an imbalance. It applies for other types of services as well. It would be acceptable for a housing association to encourage lesbian, gay and bisexual tenants to join resident participation meetings where there had been a lack of representatives for a long time.

Positive action, as discussed in other sections of this guide, is not the same as positive discrimination and it would be unlawful for an employer to employ or promote a person because they were lesbian, gay or bisexual, except where there was a genuine occupational requirement.

**Resources**

**Sexual Orientation in the Workplace: a Guide for Employers and Employees (ACAS)**

The information booklet also gives a checklist for employers about Civil Partnerships

http://www.acas.org.uk/media/pdf/e/n/sexual_1.pdf

**LGBT Equality in the Workplace (Trade Union Congress)**

http://www.tuc.org.uk/equality/tuc-11663-f0.pdf

**Sexual Orientation Employer Handbook (Stonewall)**

http://www.stonewall.org.uk/workplace/1471.asp

**The Equality Act (Sexual Orientation) Regulations 2007**

The Regulations came into effect in April 2007 and prohibit the discrimination in the provision of goods, facilities and services on the grounds of sexual orientation. They prohibit discrimination on the basis of a person’s:
actual sexual orientation;
the sexual orientation he/she is thought to have and/or;
the sexual orientation of someone with whom he/she is associated.

The regulations cover both direct and indirect discrimination. Direct discrimination is where a service is withheld from a person because of their sexual orientation. Indirect discrimination is where a provision, criterion or practice, which is applied generally, puts a person of a particular sexual orientation at a disadvantage and cannot be shown to be a proportionate means of achieving a legitimate aim. An oft-quoted example is where an insurance company will not provide a package to people who have undertaken a HIV test. As gay men are more likely to have undergone a test this could be construed as indirect discrimination against them.

The regulations are obviously important for the third sector because of the role that the sector plays in service delivery. It means that organisations have to ensure that they are not discriminating when they are providing facilities and services to the general public.

The Regulations are particularly important to housing associations or to other organisations involved with selling or renting premises as they prohibit discrimination on grounds of sexual orientation when selling or renting property. This would include:

- refusing to sell or rent the premises to a particular person;
- offering less generous terms; or
- discriminating against people on a list of those requiring housing: for example by giving priority to people of a certain sexual orientation, or deliberately overlooking those of a certain sexual orientation.\(^{34}\)

The fact that a resident was suffering from homophobic bullying from their neighbours would be considered good grounds to move someone from where they are living if they have requested to be moved.

Exceptions

There is a case for providing services that specifically target the lesbian gay and bisexual community. Many support groups exist to give counselling to LGB people and they are not affected by the regulations. Targeted health campaigns would similarly not be affected by the regulations.

Religious ceremonies such as baptism and marriage are not covered by the new laws. Nevertheless, religious based organisations such as one which provides drug support or care homes would not be able to refuse to provide a service on the grounds of someone’s sexual orientation. For example, a charity that offers advice and support to Muslim women would not be able to refuse the service to someone on the grounds that they were a lesbian.

\(^{34}\) This guidance can be found on the Department for Communities and Local Government’s website http://www.communities.gov.uk/publications/communities/guidancenew
**Civil Partnership Act 2004**

The Civil Partnership Act recognises same sex partnerships and grants those that undergo the ceremony the same rights as married couples. Employers particularly need to be aware of this Act because they must treat the civil partners of an employee in the same way that they treat a spouse. Therefore, if the organisation offers benefits to spouses, such as inviting them to the Christmas party, they must do the same for the civil partner.

Employees whose civil partners are treated differently to the spouse in a marriage will be able to claim for discrimination on the grounds of sexual orientation under the Employment Equality (Sexual Orientation) Regulations 2003.

**Resources**


**Guidance on new measures to outlaw discrimination on the grounds of sexual orientation in the provision of goods, facilities and services (Communities and Local Government)**

http://www.communities.gov.uk/publications/communities/guidancenew

**Making Equality Simple (NCVO)**

A guide to the 2003 Employment Equality Regulations on religion, belief and sexual orientation for the voluntary sector with a focus on recruitment, retention and writing references.

The publication can be downloaded for free from:

http://www.ncvo-vol.org.uk/publications/publication.asp?id=1473

**Civil Partnerships: Advice for Employers (Women and Equality Unit)**

This resource provides more information on the Act and its implications for employers:

http://www.womenandequalityunit.gov.uk/civilpartnership/partnership_employers_advice05.doc
Organisations

Stonewall

Stonewall is an organisation which campaign on lesbian gay and bisexual (LGB) issues. Its website contains a whole section on workplace issues for LGBT people and information that may be useful to an organisation seeking to implement good practice. It offers training to diversity champions in organisations. It also runs an accreditation scheme that organisations can sign up to and get a kite mark.

http://www.stonewall.org.uk/workplace/

Stonewall
Tower Building
York Road
London, SE1 7NX
Tel: 020 7593 1850
Info Line: 08000 50 20 20
Fax: 020 7593 1877
Minicom: 020 7633 0759
Email: info@stonewall.org.uk
www.stonewall.org.uk

LGBT Consortium of VCOs

The LGBT consortium is an organisation for lesbian, gay, bisexual and transgender and voluntary organisations.

LGBT Consortium of VCOs
J111 Tower Bridge Business Complex
100 Clements Road
London, SE16 4DG
Tel: 020 7064 8383
Fax: 020 7064 8382
Email: information@lgbtconsortium.org.uk
www.lgbtconsortium.org.uk

Broken Rainbow LGBT Domestic Violence Service UK

Offers information and advice to LGBT people who experience domestic violence and abuse from current and former partners, and/or from family members. It also assists employers and domestic violence support agencies.

Helpline for survivors: 0845 260 4460
Helpline for agencies: 0845 260 5560
Minicom: 0207 231 3884
Email: mail@broken-rainbow.org.uk
www.broken-rainbow.org.uk

Homosexuality remains illegal in over 70 countries around the world and penalties range from a few months imprisonment in some countries to life sentences and even the death penalty in Iran, Afghanistan, Yemen, Saudi Arabia, Chechnya, Nigeria, Mauritania, Somalia and Sudan.

Jamaica and other Caribbean Islands, India, Pakistan, the South Pacific and many African countries have very harsh punishments for homosexuality.

Britain only decriminalised male homosexuality in 1967. Before this time, men were imprisoned for having sex with male partners, including the famous playwright Oscar Wilde.

However, it was only in 2007 that the Government finally introduced laws which completed the ban on any form of discrimination of a person on the grounds that they were lesbian, gay or bisexual. This adds to law such as the Civil Partnership Act which granted gay and lesbian couples to form partnerships which recognised their rights in the same way as married couples.
Families and Friends of Lesbian and Gays

The organisation provides support to parents and their gay, lesbian or bisexual children. Helps parents to accept, understand and support children.

Families and Friends of Lesbian and Gays
7 York Court
Wilder Street
Bristol, BS2 8HQ
Central Helpline no: 0845 652 0311
Email: info@fflag.org.uk
www.fflag.org.uk

Kairos in Soho

Promotes the health and well-being of the LGBT community.

Kairos in Soho
Unit 10
10-11 Archer Street
Soho
London, W1D 7AZ
Tel: 020 7437 6063
info@kairosinsoho.org.uk
www.kairosinsoho.org.uk

GALOP

Challenges homophobic and transphobic hate crime. It describes itself as a community safety charity.

GALOP
2G Leroy House
London, N1 3QP
Tel: 0207 704 6767
Fax: 0207 704 6707
Email: info@galop.org.uk
www.galop.org.uk

Older LGBT issues

Extra information has been included here on older lesbian, gay, bisexual and trans issues. It demonstrates that people cannot be easily compartmentalised
into one of the equality strands and that some people suffer multiple forms of discrimination. Age Concern has highlighted some of the issues that older gay, lesbian and bisexual people face. A recent study by the Brookdale Center on Ageing in New York found that older lesbians, gay men and bisexuals have significantly diminished support networks when compared to the general older population:

- up to 75% of older lesbians, gay men and bisexuals live alone (compared to less than 33% in the general older population);
- 90% have no children (compared to less than 20% in the general older population);
- 80% age as single people, without a life partner or ‘significant other’ (compared to less than 40% in the general older population).  

### Organisations

**Age Concern England**

Provides information and training for organisations that work with older gay, lesbian and bisexual people through their Opening Doors Project.


**Polari**

Polari is an organisation which works for better services for lesbian, gay and bisexual older people. It provides a consultancy service for organisations that want to improve awareness raising around sexual orientation and older people. Trainers go into organisations and discuss issues and provide information on the legal framework and good practice. It can provide training for employees, service users, trustees and boards. Its aim is to get people thinking in different ways about older people and sexuality.

**Polari**

5th Floor, Central House
14 Upper Woburn Place
London, WC1H 0AE
Email: policy@polari.org
[www.casweb.org/polari](http://www.casweb.org/polari)

**Alzheimer’s LGBT Carers**

The Alzheimer’s Society also provides information on LGBT carers.

[www.ace.org.uk/AgeConcern/openingdoors_facts.asp](http://www.ace.org.uk/AgeConcern/openingdoors_facts.asp)
Resources

The Whole of Me – A Resource Pack

Age Concern has produced a resource pack on meeting the needs of older lesbians, gay men and bisexuals living in care homes and extra care housing. The pack not only looks at the attitudes of staff and management but also at other residents as well. Management is focussed on as being the key to changing attitudes. There is a questionnaire that organisations can complete to establish whether they are open and tolerant. It also provides a checklist and practical solutions on what organisations can do to make their homes more inclusive. It uses real life case studies to demonstrate what would be considered good practice.

http://www.ageconcern.org.uk/AgeConcern/EB 6D33A870764D82931896AF798882B9.asp

Opening Doors – A Resource Pack

This resource pack from Age Concern offers practical guidance and advice on making services more welcoming and inclusive of older lesbians, gay men and bisexuals. Topics include getting to understand your client group, awareness, language and terminology, how to get started, consultation and setting up services.

http://www.ageconcern.org.uk/AgeConcern/EB 6D33A870764D82931896AF798882B9.asp
Age

Age is probably the only strand where it is still seen as socially acceptable to make comments and discriminate against people either because they are too young or too old. Around 29 percent of adults report experiencing age discrimination, more than any other form of prejudice.36

This section will focus mainly on age discrimination towards older people as this is where the most severe forms of discrimination are often found. Nevertheless, young people often experience age discrimination and organisations that work in this area are signposted in the relevant parts of this section.

Recently, there have been some changes in the law to protect people from age discrimination. However, even without the legal obligations, it makes sense for organisations to seek to excel in their equality policies on age. Demographic changes means that the population is getting older and it is predicted that by 2021 people over 50 will make up 40% of the population. Third sector organisations could miss out on the talents and experiences of older workers if it discriminates against them.

Moreover, as the over 50s form approximately two thirds of volunteers and people aged over 65 account for 31% of volunteers,38 organisations that rely heavily on them should seek to excel in their policies on age equality. The vast majority of organisations treat their volunteers with the respect and dignity that they deserve. Yet there are still a significant number of organisations that discriminate. A recent study commissioned by Volunteering in the Third Age found that 7% of organisations had discriminated against older volunteers and had asked them to leave.39 Often volunteers are asked to retire from their voluntary roles for reasons seemingly not connected to the individual such as the organisation not being able to acquire insurance cover or simply they have an upper age limit on volunteers in place.

On the service delivery front, an ageing population may also imply that there will be more healthcare, care and other services that an older population needs. In the crudest of terms, organisations may miss out on the opportunity to win contracts to provide these services if their policies and practices are not free from age discrimination.

Discrimination on the grounds of age in the delivery of goods and services is currently not unlawful but that does not mean to say that it will be in the future.

Legislation

Employment Equality (Age) Regulations 2006

The regulations came into force in October 2006 and they make it unlawful to discriminate either directly or indirectly on the grounds of age in employment and vocational training. This includes recruitment, promotion, training, redundancy.

39. Ibid.
and dismissal. Discrimination is permitted where it can be shown that this is being done to achieve a legitimate business aim. It bans unjustified retirement ages of below 65 and removes the current age limit for unfair dismissal and redundancy rights. The regulations prohibit harassment and victimisation that relate to age.

The regulations include:

- a right for employees to request working beyond retirement age and a duty on employers to consider that request; and

- a requirement for employers to give at least six months notice to employees about their intended retirement date so that individuals can plan better for retirement, and be confident that “retirement” is not being used as cover for unfair dismissal.

The regulations are intended to protect both young people and old people equally. Therefore employers cannot discriminate against young people in the same way as they cannot against an older person if the person has the relevant qualifications and experiences to fill that post.

There are some exceptions to the rules. An employer may discriminate on the grounds of age where there is an objective justification to do so or where there is a genuine occupational requirement. Employers are also still allowed to discriminate when it comes to pay: National Minimum Wage legislation allows for a three tier payment system whereby people under 18 and 21 can be paid less than workers aged over 21.

Age is now the only equality strand which is not protected from discrimination in the provision of goods and services. Therefore people can still be refused travel insurance, a place in a hotel and services from a third sector organisation on the grounds that they are older or younger. There is also no age equality duty. However, this could be changed at a later date.

**Resources**

**Age and the Workplace: Putting the Employment Equality (Age) Regulations 2006 into Practice (ACAS)**

ACAS has produced guidelines for employers on the new regulations which can be downloaded from their website. The guidance also includes information for individuals that want to make a claim. In the annexes there is information on impact assessment, monitoring and information on what to do if someone wants to extend their employment beyond the normal retirement age.

[http://www.acas.org.uk/media/pdf/d/t/6683_Age_and_the_Workplace_AWK.pdf](http://www.acas.org.uk/media/pdf/d/t/6683_Age_and_the_Workplace_AWK.pdf)
Managing Age: a Guide to Good Practice Employment (TUC and CIPD)

A joint publication by the Trade Union Congress and the Chartered Institute for Professional Development, this guide was written to explain the new regulations to companies and other employers. It was produced following consultations with focus groups on what employers find confusing in the legislation.


GOOD PRACTICE - AGE CONCERN LONDON

Age Concern London (ACL) is a regional organisation and is the collective voice of Age Concerns in London by representing all of its London Age Concern members at regional level. ACL is working to influence the political agenda for London’s older population to ensure London’s changing diversity is catered for. ACL has established effective working relationships with a number of regional and local public authorities and many other statutory, private and third sector agencies.

From 2008 to 2009, ACL has initiated a project to pilot mainstreaming race equality in three of its local Age Concerns. The aims of the project propose a long term and holistic approach by the community and voluntary sector to promote race equality in its planning and operation. Tools used in the mainstreaming process, as well as the learning from the project will be shared and made available at the end of the project.40

Mainstreaming race equality is a process to integrate equal opportunities principles, strategies and practices into the every day work of an organisation from the outset, involving ‘everyday’ policy actors in addition to equality specialists. It is a long term strategy to frame policies in terms of the realities of different racial groups’ daily lives, and to change organisation cultures and structures accordingly. Mainstreaming also involves an acknowledgement that the task for removing imbalances and inequalities in society is a ‘shared’ responsibility involving all racial groups.

www.aclondon.org.uk
Rippon CVS

Rippon CVS started placing information in GP’s surgeries to inform older people about the services that they provided. They realised that the surgeries were effective places to outreach to people because most older people need to visit their GPs.

www.riponcvs.co.uk

Resources

Age Equality (Trade Union Congress)

The website contains information on age related discrimination. This is a useful resource for employers and employees alike as it explains some of the issues on age discrimination legislation clearly and has links to other websites and sources of information.

http://www.tuc.org.uk/equality/index.cfm?mins=437

Mind your language - a guide to getting recruitment right (Employers Forum on Age)

A booklet which helps organisations think about recruiting in line with legal obligations.

http://www.efa.org.uk/publications/downloads/1825v3_EFA_AppForm_Notes.pdf

Skills Assessment: a Self Assessment Toolkit for Older Workers (Fair Play for Older Workers)

Helps older workers assess their skills and how they would be able to use them in different roles.

http://www.taen.org.uk/resources/individuals.htm

The Age Employment Network

This website has a number of resources on work and age for both employers and individuals. A lot of this work describes the benefits that older workers can bring to the organisation.

http://www.taen.org.uk/resources/work.htm
Volunteering in the Third Age (Women’s Royal Voluntary Service)

The Women’s Royal Voluntary Service set the Volunteering in the Third Age project. This was a three year project to find out more about why people volunteer when they get older, what motivates them to do this and what barriers they face. Their work is very important to organisations that have older volunteers. WRVS’ website contains case studies and publications which include:

The Indispensable backbone of voluntary action: Measuring and Valuing the Contribution of Older Volunteers (Rochester, C. & Thomas, B)

Barrier of opportunity: insurance for older volunteers (Unell, J)

Older Male Volunteers in Social and Community Action (Cutts, A)

Volunteering in Retirement: a Report on a Programme of Work (Benyon, C)

http://www.wrvs.org.uk/vita/home.htm

Youth at the Table Training Pack (British Youth Council)

This is a six part training pack which helps young people get involved with an organisation’s governance. The pack can be ordered from the British Youth Council who will deliver this training at an organisation’s own premises.

http://www.byc.org.uk/menubyc.asp?id=4&menuid=29

Organisations

Age Concern England

Age Concern’s mission is to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience. Age Concern is a national Federation network of Age Concern Charities with offices in England, Scotland, Northern Ireland and Wales.41

41. Age Concern website: http://www.ageconcern.org.uk/AgeConcern/default.asp
Age Concern England
Astral House
1268 London Road
London, SW16 4ER
Tel: 0800 00 99 66
www.ageconcern.org.uk

The Centre for Research into the Older Workforce
The Centre conducts research into the nature of the ageing workforce. Its website contains numerous publications on older workers which may be of interest to organisations. It also provides consultancy to employers who want to review or benchmark their policies and practices.

The Centre for Research into Older Workforce
Professor Stephen McNair
Centre Director
Centre for Research into the Older Workforce
NIACE
21 De Montfort Street
Leicester, LE1 7GE
Email: stephen.mcnair@niace.org.uk
www.olderworkforce.org.uk

Women’s Royal Voluntary Service (WRVS)
WRVS assists people who might otherwise feel isolated. Their aim is “to help people maintain independence and dignity in their homes and communities, particularly in later life”. It relies on some 56,000 volunteers to provide their services and they work with other community groups to provide services to clients.

Women’s Royal Voluntary Service
Garden House
Milton Hill
Steventon
Abingdon, OX13 6AD
0845 601 8335
www.wrvs.org.uk

Help the Aged
Help the Aged researches into issues affecting older people and campaigns for changes in policy. It also provides community services such as home support, advice and information. Its aim is to combat poverty and disadvantage for older people.
One of its current campaigns is to get the Government to legislate further on age discrimination in the provision of goods and services. Its *Just Equal Treatment* guide on the website explains why this is necessary.


The website contains a number of resources which may be useful to third sector organisations seeking to excel in their policies.

**Help the Aged**
207-221 Pentonville Road
London, N1 9UZ
Tel: 020 7278 1114
Fax: 020 7278 1116
Email: info@helptheaged.org.uk
www.helptheaged.org.uk

**The Age Employment Network**

The Age Employment Network is supported by Help the Aged. As part of its work it helps organisations to remove age barriers to employment opportunities. It provides training and resources to organisations to help them create age neutral policies especially on recruitment and training. It also has information on legislation and case studies. Resources can be downloaded from their website. It also provides an advice service to help older people back into employment.

Further resources can be downloaded if organisations become members. Membership costs £200 for established organisations or £65 for self-help organisations of up to six people.

**The Age Employment Network**
207-221 Pentonville Road
London, N1 9UZ
Tel: 0207 843 1590
Fax: 0207 843 1599
Email: info@taen.org.uk
www.taen.org.uk

**Age Busters**

Age Busters is a site created by the Age Employment Network. It provides information to employers, individuals, intermediaries and training providers on the age regulations.

www.agebusters.org.uk
Age Positive

Age Positive is a team within the Department for Work and Pensions. Its purpose is to provide a strategy and policies for getting people to think about working and retiring. It helps employers consider employing a mixed aged workforce and the benefits that older employees can bring to an organisation.

Its website provides case studies on what some employers have done to improve their record on age. Its Be Ready pages has information on the Employment (Age) Regulations and provides free practical information in the form of case studies, a CD-ROM and other resources.

Organisations can also apply to become Age Positive Employer Champions. The website contains information on organisations that are already Champions. Normally an organisation would have to demonstrate that it has implemented proactive policies to retain or recruit older workers.

Age Positive
Department for Work and Pensions
Room N10
Moorfoot
Sheffield, S1 4PQ
Tel: 0113 232 4444
Email: agepositive@dwp.gsi.gov.uk
www.agepositive.gov.uk

Action on Elder Abuse

Works and campaigns to stop abuse against older people. As part of their work they provide training to staff in homes on these issues and how to treat people with dignity and respect.

Action on Elder Abuse
Astral House
1268 London Road
Norbury
London, SW16 4ER
Tel: 020 8765 7000 / Fax: 020 8679 4074
Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

Employers Forum on Age (EFA)

The EFA was set up as a forum of employers that recognised the value of age diversity. Its purpose is to share good practice and information between them. Its website contains good practice case studies in the areas of recruitment, retention, retirement, employee engagement and innovation. It also has a number of publications that can be downloaded free of charge. It provides a step by step guide to getting started in age diversity.
British Youth Council

The purpose of the British Youth Council is to represent the voice of young people. It provides training and consultation to young people and organisations that seek to involve them in the development of their policies. The training courses are normally bespoke. Many of the British Youth Council's trainers are young people themselves.

This training is usually given with consultancy work. This could take the form of collating and analysing the views of young people from focus groups sessions or questionnaires.

The British Youth Council also offers training to young people to help them become leaders and play a leading role in the organisations that they are working for and working with. Some of their training involves helping youth led organisations to apply for funding or even help people deal with time management.
Disability

Disability takes many forms and can include many different types of conditions or ways of being. It is defined in the Disability Discrimination Act as:

*a physical or mental impairment which has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities*  

There are over 10 million disabled in Britain, 6.8 million being of working age, which accounts for 1 in 5 of the total working population. Only 50% of disabled people of working age are in employment compared to 81% of non-disabled people. 1 million of those unemployed want to get into work.

Multiple discrimination is an issue in any of the equality strands, but this is never more so the case when it comes to certain types of disability. For example, a person from an ethnic minority is 44% more likely to be detained under the Mental Health Act. As third sector organisations are increasingly being commissioned to provide services to disabled people on behalf of the Government it is important that organisations are aware of these forms of discrimination.

Legislation

The Disability Discrimination Acts 1995 and 2005

The Acts make it unlawful to discriminate on the grounds of disability in employment, education, training, transport and in the provision of goods, facilities and services. Disability law is complex and covers every aspect of life. If in doubt, your organisation should always seek legal advice.

Disability can cover many conditions and ways of being. Someone is considered to be disabled where they have:

- a mental or physical impairment;
- this has an adverse effect on their ability to carry out normal day-to-day activities;
- the adverse effect is substantial; and
- the adverse effect is long-term (meaning it lasted for 12 months, or is likely to last for more than 12 months or for the rest of the person’s life).

There are some special provisions, and people may be considered to be disabled:

43. All statistics from the Disability Rights Commission website http://83.137.212.42/sitearchive/DRC/index.html
44. (MHAC Mental Health and Ethnicity Census 2005)
if their impairment has substantially affected their ability to carry out normal day-to-day activities, but doesn’t any more, it will still be counted as having that effect if it is likely to do so again;

if they have a fluctuating impairment that lasts more than 12 months;

if they have a progressive condition, and it will substantially affect their ability to carry out normal day-to-day activities in the future, they will be regarded as having an impairment which has a substantial adverse effect from the moment the condition has some effect on their ability to carry out normal day-to-day activities;

if they have been diagnosed as having cancer, HIV infection or multiple sclerosis they will automatically be considered as ‘disabled’;

if they are registered as blind or partially sighted or certified blind or partially sighted by a consultant ophthalmologist, they will automatically be considered as ‘disabled’; and

people who have had a disability in the past but are no longer disabled are covered by certain parts of the DDA.

For something to affect normal day-to-day activities then one of the following areas must be substantially affected:

- mobility;
- manual dexterity;
- physical co-ordination;
- continence;
- ability to lift, carry or move everyday objects;
- speech, hearing or eyesight;
- memory or ability to concentrate, learn or understand; or
- understanding the risk of physical danger.

The Acts require service providers, employers and educational establishments, no matter how big the organisation is, to make “reasonable adjustments” for disabled people. Reasonable adjustments generally cost less than £300. Many adjustments cost nothing. The Access to Work Scheme45 is funded by the government to help employers meet the extra costs of employing disabled people. Reasonable adjustments in employment might include:

- changing the shift pattern, for instance a later start and finish for someone unable to travel in rush hour because of mental health difficulties or a physical impairment;
- time off for medical appointments;
- extra management support or feedback; and

45. Please see footnote 43.
equipment, for instance information communication technology equipment to enable someone with a visual impairment to do the job.

A service provider is required to take reasonable steps to:

- change a practice, policy or procedure which makes it impossible or unreasonably difficult for disabled people to make use of its services; and
- provide an auxiliary aid or service if it would enable (or make it easier for) disabled people to make use of its services.

In addition, where a physical feature makes it impossible or unreasonably difficult for disabled people to make use of services, a service provider has to take reasonable steps to:

- remove the feature; or
- alter it so that it no longer has that effect; or
- provide a reasonable means of avoiding it;
- provide a reasonable alternative method of making the service available.\(^{46}\)

### Resources

**Making Reasonable Adjustments (EHRC)**

There is a small section on reasonable adjustments for service providers on EHRC’s website:


**Volunteers and the DDA**

It is important to note that volunteers remain outside the scope of the Disability Discrimination Act and there is not always an obligation for the organisation to make reasonable adjustments if a volunteer is disabled. Inevitably this affects the third sector quite substantially. It would of course be best practice where possible for the organisation placing the volunteer to make reasonable adjustments.

The law is blurred in this area and there are some circumstances where volunteers are considered to be employees and therefore an organisation must make reasonable adjustments. It is worth getting legal advice on this if you have disabled volunteers.

**Work Placements**

Employers have to make reasonable adjustments for disabled people that they have taken on for work placements.
Resources

Disability, Health and Employment: A short guide for small and medium sized employers (Disability Rights Commission)

The Disability Rights Commission (one of the EHRC’s legacy commissions), produced a toolkit for small and medium sized companies to help them analyse whether they are aware of the requirements on them. The information in this booklet is relevant to all organisations as it gives information on what employers’ obligations are under the law and what would be considered to be reasonable adjustment under the law.


The Disability Equality Duty

The Disability Equality Duty came into effect in December 2006. As with the other equality duties, it only applies to public authorities and those third sector organisations that would be considered to be a public authority (see the section on the Equalities Duties for more information). The Disability Equality Duty provides that the public authority should have due regard to:

- promote equality of opportunity between disabled people and others;
- eliminate discrimination that is unlawful under the DDA;
- eliminate disability related harassment;
- encourage the participation of disabled people in public life;
- promote positive attitudes towards disabled people; AND
- take steps to take account other peoples’ disabilities even where this means putting their needs ahead of others (for example, some public sector bodies will always interview a disabled person for a job where they meet the minimum requirements on the job).

As with the other equalities duties, it is worth all third sector organisations looking into what the Duty entails as an organisation which excels in its disability practices is more likely to have contracts from public authorities awarded to it. Public authorities are obliged to take account of the Disability Equality Duty in their commissioning practices, including awarding contracts to third sector organisations to deliver services.
Resources

The Duty to Promote Disability Equality: Statutory Code of Practice (Disability Rights Commission (DRC))

The Disability Rights Commission (one of the EHRC’s legacy commissions) issued a code of practice on the Disability Equality Duty that is not legally binding but can be referred to in court:


DED and the Social Housing Sector (DRC)

The DRC also produced a Codes of Practice on social housing. Codes of practice also exist for employment, housing, education (pre and post-16), transport, social care and goods and services.47

http://83.137.212.42/sitearchive/DRC/employers_and_service_provider/disability_equality_duty.html

Disability (EHRC)

Equality and Human Rights Commission has a number of pages on employment and disability.


Individual / Personalised Budgets

The Department of Health may introduce individual or personalised budgets in the future for disabled people. The person in receipt of an individual budget will have the power to decide where they would like to purchase services from. Third sector organisations should be aware of the scheme especially where they provide services to disabled people. If an organisation is not up to speed on current legislation or best practice then they may lose clients to other organisations when clients are able to choose to go. For information see: www.doh.gov.uk

47. The Disability Rights Commission was replaced in October 2007 by the Equality and Human Rights Commission. Updates to Codes of Practice in the future will be found on the EHRC website: www.equalityhumanrights.com
Building Bridges

The Building Bridges exemplar project, funded through Goldstar Cabinet Office, provides a tailor made service that enables disabled people to explore volunteering opportunities in a safe and supportive environment. It was set up by Volunteer Centre Tameside because there were a large number of disabled people or people with long term health problems within the Tameside area who wanted to volunteer. The project assists them by identifying and removing barriers to volunteering for disabled people and providing tailor made support to enable participation and development.

Volunteer Centre Tameside also works with organisations needing volunteers to raise awareness of the barriers that disabled people face, remove the barriers, challenge stereotyping, promote diversity and assist organisations to create and develop new inclusive volunteering roles. This is done through outreach, publicity and training on disability awareness.

As part of their strategy for sharing best practice Volunteer Centre Tameside offer one to one organisational visits to volunteer recruiting organisations to provide support, guidance and information on promoting diversity and inclusivity and offer a free organisational health check.

From June 2006 to July 2007 Building Bridges interviewed 109 disabled volunteers and placed 57 of them with 37 organisations within Tameside and Greater Manchester.

Kylie’s story

Kylie is a 20 year old woman with learning disabilities. She had been volunteering in a charity shop for three years but wanted to build on the skills she had acquired in the shop and try something new. She was particularly keen to work with young children and was very enthusiastic.

Following a one to one assessment with Vashti, the Volunteer Development Worker at the Volunteer Centre Tameside Kylie found an opportunity on the www.do-it.org.uk website that she wanted to be referred to. Vashti discussed her support needs.

Kylie was then accompanied by Vashti to see the volunteer coordinator on the project. She was given a volunteers handbook and had a chat to discuss the different activities to match her skills and interests to an appropriate voluntary role.
It was agreed that she would start by volunteering for a maximum of two sessions per week and that these could be varied so that she would get more choice. Building Bridges helped her with transport to unfamiliar locations. Kylie went to the induction day and completed her Criminal Records Bureau forms with the assistance of the Volunteer Coordinator.

Vashti met up with Kylie a few weeks after she had started. Kylie was very happy and enjoying her new role. Consistent communication between Building Bridges, Kylie and the Volunteer Coordinator is maintained and there are regular reviews and updates to ensure that Kylie's needs are met.

As Kylie has gained valuable practical experience through her volunteering she is now studying at college, undertaking a qualification in childcare.

For more information about the project please go to the following website:

www.tamesidevb.org.uk or www.goldstar.org.uk

Resources

**Louder than Words (RNID)**

RNID offers support in making services fully accessible to the deaf and hard of hearing through their charter mark for best practice. The *Louder than Words* charter mark is tailored to the goals of each organisation. Practices, policies and procedures are benchmarked and audited. Deaf and disability awareness training is also available.

http://www.rnid.org.uk/howwehelp/our_services/employment_advice_deaf_awareness_training_courses/advice_for_employers/our_consultancy_service/louder_than_words/louder_than_words.htm

**iDET - Interactive Disability Equality Training Toolkit (Scope)**

Interactive, modular format materials designed by Scope to enable organisations to deliver training to staff. The pack includes a training DVD, CD-ROM of trainer presentation slides, learning assessment forms, certificates, worksheets, evaluation form, trainee learning handbook and a trainer’s learning manual.

The pack costs £750 (excl VAT) and can be ordered at:

See it Right: Making information accessible for people with sight problems (RNIB)

RNIB supports organisations to make information fully accessible to those with sight problems. The book and CD ROM pack contains detailed information on how to produce material in printed, audio, tactile, electronic formats, signage, and guidance on developing a policy for accessible information.

The pack can be purchased by charities for £22.50 at: www.rnib.org

http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public_seeitright.hcsp

Doing Work Differently (Radar)

A booklet written by and for disabled people on ‘what works’ to keep your job or get a job. Available for bulk purchase.

Contact: aidan.hargitt@radar.org.uk

Employing people with mental health problems - directory of specialist agencies and Realising people’s potential (MIND)

Two factsheets produced by Mind to help organisations employing people with mental health issues. They can be downloaded from Mind’s website.

http://www.mind.org.uk/Information/Factsheets/Employment+and+benefits/Employing+People+With+Mental+Health+Problems.htm

http://www.mind.org.uk/Information/Booklets/Other/Realising+peoples+potential.htm

Making it Work for Employers (Mencap)

This is a guide to help employers who are thinking about employing people with learning difficulties. It gives the business case, case studies, advice on what methods to use when training people and practical information on what support is available both for the employer and the person with learning difficulties.

http://www.mencap.org.uk/download/MIW_EMP.pdf

Disability Issues (Trade Union Congress)

Has a number of publications on disability that can be accessed on their website

http://www.tuc.org.uk/equality/index.cfm?mins=17&minors=17
Organisations

The Equality and Human Rights Commission

The roles and responsibilities of the Disability Rights Commission (DRC) were taken on by the Equality and Human Rights Commission in October 2007. You can still access documents from the DRC through the EHRC’s website. The EHRC has a Disability Programme Director and a Disability Committee. The EHRC also holds a plethora of information on Disability, the rights of the disabled and information for service providers.


Royal National Institute for the Deaf

This is the largest charity in the country dealing with deaf and hard of hearing people. The website contains many useful pages on working with and providing services for deaf and hard of hearing people. It also campaigns on behalf of them to improve access to services and facilities such as cinemas.

RNID offers a training and consultancy service. The training consists of half or one day sessions on deaf awareness or it offers bespoke training.

There is a section on working with deaf or hard of hearing volunteers. This provides a lot of simple yet practical advice on what organisations can do to make it easier for deaf or hard of hearing people to volunteer, including interviewing in rooms that are bright so that if a person lip reads they are able to see what the person is saying clearly.

Royal National Institute for the Deaf
19-23 Featherstone Street
London, EC1Y 8SL
Tel: 0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone)
Fax: 020 7296 8199
SMS: 0780 000 0360
Email: informationline@rnid.org.uk

Their services include information, deaf awareness training and employment advice. They also offer consultancy service to organisations which are trying to adapt their premises so that they are deaf-friendly.
Disability LIB Alliance

The Disability LIB (Listen, Include and Build) Alliance is an alliance of disability organisations. They recently launched their report ‘Thriving and Surviving: Challenges and opportunities for disabled people’s organisations in the 21st century’.

The alliance consists of representation from:

- The Alliance for Inclusive Education;
- Disability Awareness Action;
- Equalities National Council;
- People First;
- Preston DISC;
- Scope;
- The UK Disabled People's Council.

Disability Law Service (DLS)

DLS provides a quality service in areas of public and social welfare law, and hopes to demystify the legal system by giving concise legal advice and information. Their website contains plenty of information and factsheets about employment, rights, welfare benefits etc.

The Rights section of the DLS website shows how they, and others, work to secure equality of opportunity for disabled and deaf people. It also has a useful links page.

www.dls.org.uk/links/link.php

Disability Law Service
39-45 Cavell Street
London, E1 2BP
Tel: 0207 791 9800
Minicom: 0207 791 9801
Fax: 0207 791 9802
Email: advine@dls.org.uk
www.dls.org.uk
**AbilityNet**

The purpose of AbilityNet is to assist organisations by adapting and adjusting their technology where they have a disabled member of staff. They also run courses to assist professionals who are working with disabled people such as courses aimed directly at people working in human resources.

**AbilityNet Technical Centre**

Suite 1  
Malvern Gate  
Bromwich Road  
Worcester, WR2 4BN  
Tel: 0800 269 545  
Fax: 01926 497 425  
Courses: 01926 312 847  
enquiries@abilitynet.org.uk  
www.abilitynet.org.uk

**Scope**

Scope is a charity which specialises in helping people with cerebral palsy. Their aim is to help people with disabilities achieve equality.

**Scope**

6 Market Road  
London, N7 9PW  
Tel: 020 7619 7100  
www.scope.org.uk

**Royal National Institute for the Blind**

Royal National Institute for the Blind campaigns for and works with blind and partially sighted people. It has numerous publications on its website.

**Royal National Institute for the Blind**

105 Judd Street  
London, WC1H 9NE  
Tel: 020 7388 1266  
Fax: 020 7388 2034  
Helpline: 0845 766 9999  
www.rnib.org.uk

**Sense**

Sense works with deafblind people offering information and training
Mencap

Mencap is a learning disability charity that works with people with learning disabilities and their families and carers. They provide advice and support and do campaigning work. Their mission is to improve the lives and opportunities of people with learning disabilities. Mencap’s Accessibility Service provides information and advice for organisations on making all info accessible to those with learning disabilities. This includes a document editing service, training and free guidelines.

People First (self advocacy)

People First is a service user led organisation that helps people who have learning difficulties. It promotes the social model of disability where it is society’s attitude towards learning disabilities that should change. It provides support for self-advocacy and training to third sector organisations that work with people with learning difficulties and want to consult with them.

People First

Hampton House, 4th Floor
20 Albert Embankment
London, SE1 7TJ
Tel: 020 7820 6655
Fax: 020 7820 6621
Email: general@peoplefirstltd.com
www.peoplefirstltd.com
Disability Alliance UK
The Disability Alliance has the principal aim of relieving poverty and improving the living standards of disabled people. The goal is to break the link between poverty and disability. They are a membership organisation and provide support and advice to disabled people, their carers and professionals delivering services to them.

They produce an annual Disability Rights Handbook which gives information on entitlements for disabled people. The handbook can be purchased from their website.

Disability Alliance UK
Universal House
88-94 Wentworth Street
London, E1 7SA
Tel: (Voice and Minicom): 020 7247 8776
Fax: 020 7247 8765
www.disabilityalliance.org

MS Society
A membership organisation offering support to people with multiple sclerosis providing information and support on the condition.

MS Society
MS National Centre
372 Edgware Road
London, NW2 6ND
Tel: 020 8438 0700
Fax: 020 8438 0701
www.mssociety.org.uk

Deaf Aware
Consultancy offering advice and support on accessibility and deaf awareness training.

Deaf Aware
Orchard Court
Boughton
Chester
Cheshire, CH3 5EW
Tel: 0773 244 1383
Email: deafaware@lycos.co.uk or contact@key2equality.co.uk
www.deafaware.com
Direct Gov

Has extensive practical information for disabled people on their rights and other issues.

www.disability.gov.uk

RADAR

The Royal Association for Disability and Rehabilitation is a network of disability organisations and disabled people. It campaigns for the rights of people with all types of disability and for a just and equal society whose strength is human difference. It runs leadership programmes and an employment initiative called Doing Work Differently. It also has a number of publications that can be obtained from the organisation directly.

RADAR

12 City Forum
250 City Road
London, EC1V 8AF
Tel: 020 7250 3222
Fax: 020 7250 0212
Minicom: 020 7250 4119
Email: radar@radar.org.uk
www.radar.org.uk

The Shaw Trust

Assists organisations to recruit and retain disabled staff through its consultancy work which includes a mixture of training and advice. It can also help with information and training for organisations that provide services to disabled people.

The Shaw Trust

Fox Talbot House
Greenways Business Park
Bellinger Close
Chippenham
Wiltshire, SN15 1BN
Telephone: 01225 716300
Minicom: 08457 697288
Email: employer-engagement@shaw-trust.org.uk
www.shaw-trust.org.uk
Breakthrough UK
Provides training advocacy for organisations working with disabled people.

Breakthrough UK
B.E.V.C.
Aked Close
Ardwick
Manchester, M12 4AN
Tel: 0161 273 5412
Fax: 0161 274 4053
Answerphone Minicom: 0161 273 5727
Email: admin@breakthrough-uk.co.uk
www.breakthrough-uk.co.uk

New Perspectives
New Perspectives is a training consultancy led by black and disabled people. It provides advice on how to implement legislation, manage diversity and implement best practice, conduct mapping, action research and training.

New Perspectives
1 Portland Court
Sheffield
South Yorkshire, S6 3EW
Tel: 0114 2 258 676
www.newperspectives.pwp.blueyonder.co.uk
www.disability-equality-training.com

Equatability
Is an organisation which provides training on the Disability Discrimination Act and the Disability Equality Duty as well as other issues relating to disability. They can also arrange for bespoke courses for organisations to be delivered to organisations. Costs range from £30 an hour to £300 a day for courses. They have particularly worked with the third sector over the past few years where they have been doing marketing and equality training.
Tel: 0208 861 0942
Email: enquiries@equatability.com
www.equatability.com

Regard
Is a member-led organisation that works for the rights of lesbian, gay, bisexual and trans disabled people. Their work includes campaigning to make ‘the scene’ more accessible to disabled LGBT people, including clubs and other venues. Anyone can become a full member as long as they are LGBT and self-define themselves as disabled.
Employers’ Forum on Disability

This is an employers’ forum which focuses on disability. It is made up of many public and private sector employers across the country and boasts that its members are the employers of 25% of the population.

It has its own disability standard which was created to establish a common understanding in the private and public sector of what constitutes best practice on disability and covers all parts of the work of the organisation including: employment; customer care; marketing communications and management training.

The organisation has recently conducted a benchmarking exercise. A document with the main findings of the exercise was created showing where public and private bodies were up to on implementing their work on disability.

Terrence Higgins Trust

THT is a national charity that supports people with HIV and AIDS. It provides tailored support including counselling, information, advice and accessing health services. It campaigns on HIV related issues and its website has many publications. Its website also contains advice and information for employers.

http://www.tht.org.uk/informationresources/professionals/employers/

Terrence Higgins Trust
314-320 Gray’s Inn Road
London, WC1X 8DP
Tel: 020 7812 1600
Fax: 020 7812 1601
Email: info@tht.org.uk
www.tht.org.uk
NAZ Project London

The Naz project is a sexual health and HIV/AIDS charity working with people from the BME and Latin American community across London to prevent sexual health problems and to support people that have them.

The Naz Project
Palingswick House
241 King Street
London, W6 9LP
Tel: 020 8741 1879
Fax: 020 8741 9609
Email: npl@naz.org.uk
www.naz.org.uk

Organisations that Focus on Mental Health

Mind

Mind is one of the country’s largest mental health charities. It aims to advance the views and ambitions of people with mental health problems by challenging discrimination, promoting inclusion and influencing policy.

Its website contains various factsheets that may be useful to organisations. These include: Employing People with Mental Health Problems and Workplace Bullying.

Mind
Granta House
15-19 Broadway
London, E15 5BQ
Tel: 0208 519 2122 / Fax: 0208 522 1725
Email: info@mind.org.uk
www.mind.org.uk

Diverse Minds is part of Mind and campaigns for the needs of people with mental health issues in the BME community.

Tel. 020 8215 2220 / Fax: 020 8522 1725
Email: diverseminds@mind.org.uk

Rethink

Aims to make a practical and positive difference to people with mental health problems by providing hope and empowerment through effective services and information.
Rethink
Head Office
5th Floor
Royal London House
22-25 Finsbury Square
London, EC2A 1DX
Tel: 0845 456 0455
Email: info@rethink.org.uk
www.rethink.org

Mental Health Foundation

Provides information, carries out research, campaigns and works to improve services for everyone affected by mental health problems. The Mental Health Foundation has a number of publications, reports, briefings and information booklets that can be downloaded for free from its website.

Mental Health Foundation
9th Floor
Sea Containers House
20 Upper Ground
London, SE1 9QB
Tel: 0207 803 1101
Email: mhf@mhf.org.uk
www.mhf.org.uk

Young Minds

Young Minds is a national charity which is committed to improving the mental health of children and young people. It gives training for professionals who work with young people with mental health problems. It provides both specialist and bespoke training courses for professionals.

It also has a consultancy service which can be used to support practitioners to develop and plan effective services.

Young Minds
48-50 St John’s Street
London, EC1M 4DG
Tel: 0207 336 8445
Fax: 0207 336 8446
www.youngminds.org.uk
Successive waves of immigration throughout the millennia have ensured that Britain has always been an ethnically diverse nation. Today, 4.6 million people in Britain consider themselves to be from a black or minority ethnic (BME) community which accounts for some 7.9% of the total population. Indians are the largest minority ethnic group, followed by Pakistanis, Black Caribbeans, Black Africans, and those of mixed ethnic backgrounds.48

<table>
<thead>
<tr>
<th>Population Size</th>
<th>% of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>54,153,898</td>
</tr>
<tr>
<td>Mixed</td>
<td>677,117</td>
</tr>
<tr>
<td>Indian</td>
<td>1,053,411</td>
</tr>
<tr>
<td>Pakistani</td>
<td>747,285</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>283,063</td>
</tr>
<tr>
<td>All Asian / Asian British</td>
<td>2,331,423</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td>565,876</td>
</tr>
<tr>
<td>Black African</td>
<td>485,277</td>
</tr>
<tr>
<td>Black Other</td>
<td>97,585</td>
</tr>
<tr>
<td>All Black British</td>
<td>1,148,738</td>
</tr>
<tr>
<td>Chinese</td>
<td>247,403</td>
</tr>
<tr>
<td>All Minority Ethnic</td>
<td>4,635,296</td>
</tr>
</tbody>
</table>

Source: 2001 Census49

The table above demonstrates the ethnic diversity in the United Kingdom. These figures are taken from the 2001 census will be probably somewhat outdated due to demographic changes. The next census will be conducted in 2011.

Despite extensive legislation to protect people from discrimination on the grounds of race, there is still a great divide in life opportunities. The poverty rate is much higher among Britain’s minority ethnic groups, standing at 40%, twice as much as for the white population.50

Overall, people from minority ethnic groups have higher levels of unemployment (although this varies depending on ethnic origin). Bangladeshi men across the ages have the highest unemployment rate averaging at 20%. Young black African men, Pakistanis, Black Caribbeans and mixed groups have high unemployment rates ranging between 25% and 33%.51
Legislation

Race Relations Act 1976

The Race Relations Act provides people with protection against direct or indirect racial discrimination. It covers employment, education, housing, applying for benefits or using medical services, recreation (except private clubs), financial services, policing and all public services.\(^\text{52}\)

The Race Relations Act (Amendment) Regulations 2003 gives the legal definition of racial harassment which is a form of direct discrimination.

The Race Equality Duty

The Race Equality Duty is the oldest equality duty. It came into effect in 2001 through the Race Relations (Amendment) Act 2000. The Race Relations Act 1976 already made it unlawful to discriminate against someone on the grounds of race when the authority was carrying out any of its functions including procurement. The Race Equality Duty goes further than this. Public authorities should carry out their duties with a due regard to eliminate unlawful racial discrimination, promote equality of opportunity and race relations between different groups.

There are also the following specific duties that a public authority must fulfil:

- assess their functions and policies relevant to race equality;
- monitor their policies in relation to their impact on race or a racial group;
- assess and consult on the policies they propose to introduce;
- publish the results;
- train the staff on their new duties.

They are also required to publish a Race Equality Scheme setting out how they intend to carry out both the general and specific duties.

As was discussed in Section Two on the Equality Duties, some third sector organisations are considered to be public authorities, where they are delivering a service on behalf of a public authority and could be held to account on it. Other third sector organisations may be affected by it through procurement; public authorities may begin to award contracts to organisations that have excellent race equality practices.

Organisations can hold authorities to account if they are not implementing the Race Equality Duty properly.

In any case the Duty will also affect organisations that are supplying services on behalf of public authorities. As a result of the Duty public authorities want to ensure that they are working with organisations that have good race equality policies and practices. This will be particularly the case where the service being provided is working directly with members of the public.
Positive Action

Positive discrimination is unlawful in the United Kingdom. Positive discrimination, in this context is where someone is given a job or promoted because they belong to a particular racial group. For example, it is unlawful racial discrimination to give someone a job because they are white or because they belong to a particular minority ethnic group. This is why many organisations use equal opportunities recruitment practices that appoint and promote people only on their merit.

However, organisations can use positive action to encouraging people to apply for certain jobs from a certain group or provide training to them where that group has been underrepresented for a certain period. Positive action is not permitted once the group has stopped being underrepresented or where they have never been underrepresented.

Capacity to Engage – Positive Action

Mersey Disability Federation and Neurosupport Centre jointly obtained funding for three years from the Big Lottery Fund to set up the Capacity to Engage Project. The project aims to find high quality placements for BME volunteers who want to help out in third sector organisations which provide a service to disabled people with the view that they would acquire skills, learn and be able to disseminate information on disability and health related information into their communities.

The two organisations had found, from the work that they had done previously around race, that there was a low take-up of disability services by people from the BME community. This was true of both mental health services and disability services more generally. The project was established to try and engage with those communities to advertise the services and to try and get people to use them.

They have had to be creative to get volunteers from diverse communities as volunteering is viewed differently among the various communities they work with.

At first Capacity to Engage found that although many organisations were very good on issues around disability, they had often overlooked engaging with people from different communities.

When a disability organisation requests a volunteer, a representative from Capacity to Engage goes into the organisation to undertake a diversity health check to ensure that the organisation is compliant with the Disability Discrimination Act.

As part of its work, Capacity to Engage has been getting organisations to strategically work together on issues of similar interests.
‘The British’
by Benjamin Zephaniah

Today’s Recipe
Serves 60 million

Take some Picts, Celts and Silures
And let them settle
Then overrun them with Roman conquerors.
Remove the Romans after approximately four hundred years
Add lots of Norman French to some
Angles, Saxons, Jutes and Vikings, then stir vigorously.
Mix some hot Chileans, cool Jamaicans, Dominicans,
Trinidadians and Bajans with some Ethiopians,
Chinese, Vietnamese and Sudanese.
Then take a blend of Somalis, Sri Lankans, Nigerians
And Pakistanis
Combine with some Guyanese
And turn up the heat.
Sprinkle some fresh Indians, Malaysians, Bosnians,
Iraqis and Bangladeshis together with some
Afghans, Spanish, Turkish, Kurdish, Japanese
And Palestinians
Then add to the melting pot.
Leave the ingredients to simmer.
As they mix and blend allow their languages to flourish
Binding them together with English.
Allow time to be cool.
Add some unity, understanding and respect for the future
Serve with justice
And enjoy.

Note: All the ingredients are equally important. Treating one ingredient better than another will leave a bitter, unpleasant taste.

Warning: An unequal spread of justice will damage the people and cause pain.

Give justice and equality to all.

www.benjaminzephaniah.com/content/245.php
Organisations

The Equality and Human Rights Commission

The roles and responsibilities of the Commission for Racial Equality were incorporated into the EHRC in October 2007. Part of the new Commission’s duties is to promote race equality.


B-Rap

The Birmingham Race Action Partnership is an organisation which aims to make a sustainable difference by working with others to better understand how practice may be improved in such ways to reduce race inequality. It provides tailor-made training, development and mentoring programmes for leaders in equality management programmes.

It has also set up the National Centre for Equality Leadership and Management. Consultancy and training is offered by it to uncover structural flaws in the way the organisation has been set up which causes bad practice in equality and diversity.

B-Rap
9th Floor
Edgbaston House
3 Duchess Place
Hagley Road
Birmingham, B16 8NH
Tel: 0121 456 7400
Fax: 0121 456 7419
Email: brap@brap.org.uk
www.brap.org.uk

National Centre for Equality Leadership and Management
elm@brap.org.uk
www.wlm.kk5.org

1990 Trust

An organisation that works to protect the rights of the various black communities living in the United Kingdom. Its main aims are to ensure that racism is perceived as a violation of basic human rights and to empower black communities.
1990 Trust
Suite 12 Winchester House
9 Cranmer Road
London, SW9 6EJ
Tel: 020 7582 1990
Fax: 020 7793 8269
Email: blink@the1990trust.org.uk
www.blink1990.org.uk

Race on The Agenda (ROTA)
ROTA is a social policy think tank, a charity and a company limited by guarantee. It works with all London’s black, Asian and minority ethnic (BAME) communities and others interested in race equality, towards achieving social justice by the elimination of discrimination and promotion of human rights, diversity and equality of opportunity. It achieves these aims by informing London’s strategic decision-makers about the issues affecting the BAME third sector and the communities it serves and by making government policy more accessible to London’s BAME organisations. It also hosts two networks, MiNet, the regional BAME network of networks and HEAR, an Equalities and Human Rights network.

Race On The Agenda (ROTA)
Unit 101, Cremer Business Centre,
37 Cremer Street,
London, E2 8HD
Tel: 020 7729 1310
Fax: 020 7739 6712
Email: rota@rota.org.uk
www.rota.org.uk

Voice for Change England
Voice for Change England is a partnership of national and regional organisations that speaks and campaigns for the interests of BME third sector organisations. Their campaigns include lobbying for sustainable grants. It is one of the partners in the National Equality Partnership.

Voice for Change England
c/o BTEG
2nd Floor
Lancaster House
31-33 Islington High Street
London, N1 9LH
Tel: 0207 843 6130
www.voice4change-england.co.uk
Resources


The Commission for Racial Equality produced guidance for both local authorities and organisations which were seeking to obtain contracts from local authorities. This can be downloaded from the EHRC’s website:


The publication costs £10 and can be ordered at www.actionlink.org.uk

The Busy Employers Guide to Equalities (B:RAP)

This gives a better understanding of some basic concepts that people have difficulties with. The resource costs £10 and can be obtained from B:RAP directly.

www.brap.org.uk

Equality Speak (B:RAP)

An introductory resource to help understand the origins and contested nature of some of the race equality terms. Equality speak costs £4.

www.brap.org.uk

Rethinking Recruitment (B:RAP)

This guide takes a deeper look at recruitment procedures. The resource argues that some procedures may have improved but this may not help people get into the right jobs in all organisations. The resource costs £10.

www.brap.org.uk

Challenging Institutional Racism: a Toolkit for the Voluntary Sector (ROTA)

Published in March 2002, this toolkit shows organisations how they can work with their management committees, staff, volunteers, service users and partners to provide high quality services to the community that they operate in.

Bridge the Gap: What is known about the BME Third Sector in England (Voice for Change England)

This report was published by Voice for Change England in October 2007 following a mapping exercise they conducted on BME third sector organisations across the country.

http://www.voice4change-england.co.uk/docs/V4CE_Bridge_the_Gap_What_is_known_about_the_BME_Third_Sector_in_England_October2007.pdf

BME Spark

This is a membership based website providing knowledge, resources and good practice examples to organisations delivering Supporting People services. The resources are intended to support improved service planning and delivery through assisting organisations in meeting the requirements of the Supporting People Quality Assessment Framework.

www.bmespark.org.uk

Gypsy and Travellers

It is estimated that there are between 200,000 and 300,000 Travellers in England. Romany Gypsies are by far the largest group and have lived in England since the early 16th Century. They have been recognised by law as a racial group since 1988. Their ancestors came from North West India and travelled through Persia and the Middle East into Europe. In recent years other Roma Gypsies have come to live in the UK as refugees escaping persecution in the Balkans, Central Europe and Romania.

Romany people, Gypsies and Irish Travellers are each recognised in law as distinct racial groups. As such, they are protected from discrimination by the Race Relations Act 1976. Scottish and Welsh Travellers are not yet protected as distinct racial groups. Case law has yet to be established.

Gypsy/Roma and travellers of Irish origin communities often suffer from severe forms of discrimination.53

The problems that Gypsies/Roma and travellers of Irish origin face are particularly acute. There is often a great lack of understanding about the lifestyles of gypsies and travellers leading to prejudice and social exclusion. Many live in insecure housing circumstances due to negative legislation. In the past local authorities had a duty to establish sites to be used by gypsies and travellers. However, this duty was revoked by the Criminal Justice and Public Order Act 1994. As a result many gypsies and travellers live on illegal sites giving them limited access to essential services such as GPs.

Gypsies have the lowest life expectancy and the highest infant mortality rate than any other ethnic group in the United Kingdom.54 Their children perform the worst in schools and are more likely than any other ethnic group to be excluded from school.55

54. See footnote 43.
Resources


A substantial amount of information is included on gypsy and traveller groups and how endemic discrimination affects them.

http://archive.cabinetoffice.gov.uk/equalitiesreview/

Organisations

Traveller Law Reform Project

An organisation that campaigns for the rights of gypsies and travellers. Its website contains information on the rights of travellers and several publications.

Traveller Law Reform Project
c/o London Gypsy and Traveller Unit
6 Westgate Street
London, E8 3RN.
Tel: 07956 450916
www.travellerslaw.org.uk

National Association of Teachers of Travellers

An organisation established as a network to share information between teachers of travellers. There is a list of resources and links posted on the website.

www.natt.org.uk
Asylum Seekers and Refugees

The terms “asylum seeker” and “refugee” are often used interchangeably but they have very different legal significance.

Definitions

An asylum seeker is a person who has left their country of origin and formally applied for asylum in another country but whose application has not yet been decided.

A refugee is someone whose asylum application has been successful and who is allowed to stay in another country having proved they would face persecution back home.

A refused asylum seeker is someone whose asylum application has failed and who has no other outstanding immigration claim awaiting a decision. They are often referred to as “failed asylum seekers”. Some refused asylum seekers voluntarily return home, others are forcibly returned and for some it is not safe or practical for them to return until conditions in their country change.\(^{56}\)

Once a refugee has been granted status they are entitled to work. Many refugees have difficulties finding work having gone through the asylum process despite many of them having extremely useful qualifications.

Solid Foundations – Improving Access to Employment

Refugees come to the UK from diverse cultural backgrounds and bring with them a wealth of experience, knowledge, and professional skills. However, many face difficulties when accessing education and employment in the UK due to a number of factors, such as language barriers, lack of UK recognised qualifications and lack of work experience. Barriers like these lead to a halt in their personal development and career opportunities.

56. Definitions adapted from the Refugee Council www.refugeecouncil.org.uk/practice/basics/truth.htm
Solid Foundations was established by Olmec to help refugees into work. The project finds work placements for between three and six months. The aim of the project is to provide them with experience of working in the UK and build up their confidence to find paid employment in the future. 74% of trainees have gone on to find permanent employment.

Solid Foundations has exposed me, and other people on the scheme, to the British workplace and way of life. It has helped us become familiar with the system. Trainee who successfully gained employment

www.olmec-ec.org.uk/projects/solid-foundations

Resources

Quality Assurance System for Refugee Organisations (Refugee Council)

A practical guide booklet to assist front line refugee organisations with setting up quality control measures for monitoring and funding purposes. The Refugee Council also provides additional training for organisations working with the guide.

The booklet is free of charge for refugee organisations and can be ordered online at http://www.refugeecouncil.org.uk/practice/support/quality.htm

Organisations

Refugee Council

The Refugee Council provides support to asylum seekers and refugees. It carries out a lot of policy work and provides legal assistance and does a significant amount of work around refugee integration.

Refugee Council
240-250 Ferndale Road
London, SW9 8BB
Tel: 0207 346 6700
Fax: 0207 346 6778
www.refugeecouncil.org.uk
Refugee Action

Refugee Action provides support to asylum seekers and refugees in some areas across the United Kingdom. It also has networks and specific projects to help people gain skills and share best practice. It has specialist programmes for women working to empower them.

Refugee Action
The Old Fire Station
150 Waterloo Road
London, SE1 8SB
Tel: 0207 654 7750
Fax: 0207 654 7700
Email: info@refugee-action.org.uk
www.refugee-action.org.uk

Immigration and Advisory Service

The IAS provides immigration representation and advice to asylum seekers and other immigrants. It also has a research unit which provides comprehensive information to legal practitioners and caseworkers that they may need when representing asylum seekers. This includes analysis on countries where asylum seekers are coming into the UK from and matters relating to detention centres.

Immigration and Advisory Service
3rd Floor
County House
190 Great Dover Street
London, SE1 4YB
Tel: 0207 967 1200
Fax: 0207 403 5875
www.ias.org.uk

The Refugee and Asylum Seeking Children's Project

Based in the Children’s Legal Centre the Refugee and Asylum Seeking Children's project works with non-immigration specialists to improve the rights of children. It has a number of publications on the website and provides some consultancy work.

The Refugee and Asylum Seeking Children's Project
Children’s Legal Centre
University of Essex
Wivenhoe Park
Colchester, CO4 3SQ
Tel: 01206 872 466
www.childrenslegalcentre.com
Asylum Aid

Asylum Aid is a national charity which supports asylum seekers by providing them with legal advice, by campaigning and lobbying on their behalf and by working with refugee community organisations. It has a project specifically for women asylum seekers, the Refugee Women’s Resource Project. The project was set up because women often have different experiences to men in the asylum process. The project provides legal advice to women, conducts research on countries of origin, gives workshops on women asylum seekers to other agencies and campaigns on their behalf.

Asylum Aid
Club Union House
253 – 254 Upper Street
London, N1 1RY
Tel: 0207 354 9631
Fax: 0207 354 5620
Email: info@asylumaid.org.uk
www.asylumaid.org.uk
Religion and belief

The United Kingdom is made up of people of many different belief and faith systems that live side by side. The table below shows the major religions and the number of followers according to the 2001 census.

<table>
<thead>
<tr>
<th>Religion</th>
<th>Population</th>
<th>% of Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian</td>
<td>41,014,811</td>
<td>71.8</td>
</tr>
<tr>
<td>Muslim</td>
<td>1,588,890</td>
<td>2.8</td>
</tr>
<tr>
<td>Hindu</td>
<td>558,342</td>
<td>1.0</td>
</tr>
<tr>
<td>Sikh</td>
<td>336,179</td>
<td>0.6</td>
</tr>
<tr>
<td>Jewish</td>
<td>267,375</td>
<td>0.5</td>
</tr>
<tr>
<td>Buddhist</td>
<td>149,157</td>
<td>0.3</td>
</tr>
<tr>
<td>Any Other Religion</td>
<td>159,167</td>
<td>0.3</td>
</tr>
<tr>
<td>No Religion</td>
<td>8,596,488</td>
<td>15</td>
</tr>
<tr>
<td>Religion not Stated</td>
<td>159,167</td>
<td>7.8</td>
</tr>
</tbody>
</table>

Source: 2001 Census

Legislation

The Equality Act 2006

It is now unlawful to discriminate against someone on the grounds of religion and belief:

- In any aspect of employment;
- When providing goods, facilities and services;
- When providing education;
- In using or disposing of premises; or
- When exercising public functions

A religion, for the purposes of the Act, must be recognised as being cogent, serious, cohesive and compatible with human dignity.

Believers of the following religions are protected by the Act:
Belief is considered to be philosophical systems which are similar to religion.

People who have no religion or belief are also protected under the Act. This includes atheists and agnostics.

There are some exceptions to the rules. If there is a genuine occupational requirement that the person employed or delivering the service should be of a certain religion then they will be able to exempt the post from the Act. For example, a Catholic priest has to be a Catholic so the Church can stop people from other religions from being ordained. However, an exemption is unlikely to be justified if someone was not employed in a Catholic nursing home because they were not a Catholic. Similarly, a nursing home that is open to all communities would have to provide care to people regardless of their religion.

It is always important to seek guidance before deciding to apply a genuine occupational requirement to any post.

It may be useful for any organisation to seek to find out about different religions. People may ask for time off during religious festivals; they may need a room for prayers; or they may have special dietary requirements such as eating kosher food or halal meat.

Employment policies should be revised so that employees with different religions and beliefs do not face any type of employment discrimination.

Resources

Religion and Belief (Equality and Human Rights Commission)

Has a section dedicated to religion or belief, which explains the concepts and what the law says in more detail. The pages on religion or belief can be found at http://www.equalityhumanrights.com/en/yourrights/equalityanddiscrimination/religionandbelief/Pages/Religionandbelief.aspx
Religion or Belief in the Workplace: a Guide for Employer and Employees (ACAS)

Gives information on the Employment Equality Regulations which were incorporated into the Equality Act. This includes pieces on religious festivals and practices.

ACAS (2003) Religion or Belief in the Workplace: Putting the Employment Equality Regulations (Religion or Belief) 2003 into Place (ACAS: London)


A Guide to Diversity in the UK (Diversity Solutions)

Diversity Solutions is a consultancy and training organisation that helps organisations improve their work in equality and diversity. More details on them can be found at the back of this guide. A Guide to Diversity in the UK contains a considerable amount of information on the main religions practised in the UK. It provides practical information on belief systems, food, greetings and prayers. The information contained here would be very useful to any organisation seeking to implement better practice.

Diversity Solutions Consultancy Ltd
Cavell House
St Crispins House
Norwich, NR3 1YE
Tel: 0845 260 0038
01953 606 065
Fax: 01953 607 254
Email: mail@diversity-solutions.com
www.diversity-solutions.com

Challenge and Opportunity: Changing the Pattern of Interfaith Engagement in the UK (Inter Faith Network)

This is a study on interfaith engagement across the UK

Good Practice Guide Engaging and Empowering Faith Communities in Housing and Regeneration (Faith Regen Foundation)

Faith Regen Foundation has devised this guide as a step towards understanding how faith communities can play a practical role in the housing and regeneration field. It recognises the importance of engaging faith institutions and grass roots organisations from faith communities in social housing, job creation and enterprise development.

This guide emphasises and calls for a holistic approach to the problem whereby all concerned actors, from government and social services agencies to faith groups and private sector actors, combine to provide long-term solutions for the community in question.

http://www.faithregenuk.org/gpg.html

Interfaith Organisations in the UK: a Directory (Inter Faith Network)

Gives a list of 250 organisations in the UK that work towards promoting good interfaith relations at a local, regional and UK wide level. The publication can be obtained from their website for £8.95

http://www.interfaith.org.uk/orderdirectory.htm

Building Good Relations with People of Different Faiths and Beliefs (Inter Faith Network)

The interfaith network has produced these short guidelines for when people and organisations are intending to work in a multi-faith background and getting people to work together. This can also be downloaded from the website.


Making Equality Simple (NCVO)

A guide to the 2003 Employment Equality Regulations on religion, belief and sexual orientation for the voluntary sector with a focus on recruitment, retention and writing references.

The publication can be downloaded for free from:

http://www.ncvo-vol.org.uk/publications/publication.asp?id=1473
Faith Regen Foundation

The purpose of this organisation is to increase social harmony through the empowerment and regeneration of individuals. It specialises in faith community and intercultural dialogue, capacity building and regeneration. It promotes greater understanding between faiths and identifies solutions for encouraging positive relationships with a multi-faith society based on collaboration.

The Faith Regen Foundation has a consultancy service and delivers training. It has recently created some toolkits and good practice guides that can be used by third sector organisations.

Faith Regen Foundation
18-24 Chase Side
Southgate
London N14 5PB
Tel: 0208 920 6868
Fax: 0208 920 6565
Email: kinga@faithregenuk.org
www.faithregenuk.org

Interfaith Network for the UK

The Inter Faith Network’s aim is to promote good relations between people of different faiths in the UK. It is a membership organisation whose members include organisations from the Baha’i, Buddhist, Christian, Hindu, Jain, Jewish, Muslim, Sikh, and Zoroastrian communities, national and local inter faith bodies; and academic institutions and educational bodies concerned with inter faith issues.

The Inter Faith Network for the UK
8A Lower Grosvenor Place
London SW1W 0EN
Tel: 0207 931 7766
Fax: 0207 931 7722
Email: ifnet@interfaith.org.uk
www.interfaith.org.uk

The British Humanist Association

The British Humanist Association is an organisation whose mission is to represent the interests of those people without religious belief in this country. It is committed to an open and inclusive society that respects human rights and equality.
The British Humanist Association
1 Gower Street
London, WC1E 6HD
Tel: 020 7079 3580
Fax: 020 7079 3588
Email: info@humanism.org.uk
www.humanism.org.uk

The National Secular Society
Campaigns for the rights of atheists and agnostics in Britain and to challenge religious privilege.

The National Secular Society
25 Red Lion Square
London, WC1R 4RL
Tel: 020 7404 3126
Fax: 0870 762 8971
Email: enquiries@secularism.org.uk
www.secularism.org.uk
This part of the guide contains a glossary, a complete list of organisations and all the resources that we have referred to in the guide.
**Asylum seeker** is a person who has left their country of origin and formally applied for asylum in another country but whose application has not yet been decided.⁵⁸

**Belief** is considered to be philosophical systems which are similar to religion. Humanists, agnostics and atheists are protected from discrimination under the Equality Act 2006.

**Benchmarking** involves comparing the practices, procedures and performance of one organisation with those of another or against a particular standard. It can provide a great opportunity to share good practice and solutions to common issues or problems, helping you to avoid ‘re-inventing the wheel’ and move quickly to an effective solution.⁵⁹

**Direct Discrimination** is where goods, facilities, services, employment or training is withheld from someone because of their gender, gender identity, sexual orientation, age, disability, race or religion or belief.

**Disability** is defined in the Disability Discrimination Act 1995 as being, ‘a physical or mental impairment which has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities.’

**Discrimination** is where an organisation or a person denies the rights of another person or gives them less favourable treatment than another person because of their ethnicity, gender, sexual orientation, age, disability or religion or belief. Discrimination on the grounds of gender, sexual orientation, disability, race and religion and belief in employment and training and in the delivery of goods, facilities and services is unlawful in the United Kingdom. It is also unlawful to discriminate on the grounds of age and gender identity in employment and training. It is only lawful to discriminate where there is a genuine occupational requirement (GOR).

**Diversity** is about everyone. Everyone has different characteristics and life experiences which make society diverse.

**Equality** is about the equality of outcomes experienced by individuals and groups in diverse communities.

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Equality Audit Conducting an equality audit of an organisation is a way of systematically examining the policies, procedures and culture relating to equalities. It can involve interviewing employees, volunteers, service users and other stakeholders and examining documents and other material.

Equality Duty There are three equality duties: the Race Equality Duty, the Disability Equality Duty and the Gender Equality Duty. They place a positive duty on public authorities to promote race, disability and gender equality. Public authorities listed in legislation have to comply with specific duties and the general duties. All public authorities have to comply with the general duties. Some third sector organisations will have to comply with the general duties where they are providing a public service on behalf of a public authority.

Equality Impact Assessment: As a result of the Equality Duties some public authorities have to conduct race, disability and gender equality impact assessments. An equality impact assessment is a systematic process that shows what impact a policy is likely to have on the communities affected by it. The word ‘policies’ includes: written policies, practices, projects, guidance, strategies and procedures. Impacts may affect different communities in positive or adverse ways. To determine the equality impacts, public bodies also have a statutory duty to consult with all communities likely to be affected by the policy. Public authorities may also take into account the other equality strands and issues such as economic background when conducting their equality impact assessments.

Equality Strands: There are six equality strands: gender (including gender identity), sexual orientation, age, disability, race and religion and belief.

Gender: refers to social attributes that are learned or acquired during socialisation as a member of a given community. Because these attributes are learned behaviours they can and do change over time (with increasing rapidity as the rate of technological change intensifies) and varies across cultures.

Gender Dysphoria: A person with gender dysphoria may feel that they have a gender identity that is different from their atomic sex. As a result, they may experience anxiety, uncertainty or persistently uncomfortable feelings about their birth gender.

Gender Reassignment: A process which is undertaken under medical supervision for the purpose of reassigning a person’s sex by changing physiological or other characteristics of sex.

Genuine Occupational Requirement (GOR): This is an exception in discrimination law and can be invoked where someone’s gender, sexual orientation, age, disability, race or religion or belief is genuinely needed for them to carry out a specific role or duty. For example, an organisation providing counselling services to female survivors of domestic violence may invoke the Genuine Occupational Requirement in the Sex Discrimination Act 1975 to only accept female applicants to carry out the role.

Harassment: Is unwanted conduct affecting the dignity of a person in the workplace. It may be committed because the of the person’s gender, gender identity, sexual orientation, age, disability, ethnicity, religion or belief. The unwanted conduct may be an isolated incident or persistent. There is no technical definition in law of what it means but it can include causing alarm and
distress. Conduct is deemed to be harassment if a reasonable person with the same information would also think that the conduct amounted to harassment.

**Human Rights:** Are the rights and freedoms that everyone should be entitled to. They are based on the concepts of dignity, freedom, fairness and respect. There are many philosophical debates over what constitutes human rights. However, the rights enshrined in the Universal Declaration of Human Rights 1948 are considered to be immutable. In the United Kingdom, the Human Rights Act 1998 brought many of the rights in the European Convention on Human Rights 1950 into domestic law. Individuals can now raise a case against a public body where they believe that one of their rights protected by the Human Rights Act has been violated.

**Indirect Discrimination:** Is where a provision, criterion or practice, which is applied generally, puts a person of a particular gender, gender identity, sexual orientation, age, disability, race, religion or belief at a disadvantage and cannot be shown to be a proportionate means of achieving a legitimate aim.

**Inputs:** All the resources put into the project to enable the organisation to deliver its outputs (e.g. money, time and premises).

**LGBT:** Is the acronym for lesbian, gay, bisexual and transgender.

**Monitoring:** Is a useful tool for organisations that want to know whether their employees are representative of the local population or whether they are delivering services to the people that they are meant to. Most organisations collect information on people’s ethnicity and gender. However, organisations can also ask people about their sexual orientation, age, gender identity, whether they define themselves as disabled and their religion or belief. No one is obliged to disclose this information and the organisation collating it must abide by the Data Protection Act 1998.

**Medical Model of Disability:** This view of disability looks on it as something lacking in a disabled person which can be cured or treated by medicine. It is a view which tends to see the disability and not the person who is disabled. It underpins many social attitudes about disability which patronise disabled people and see them as needing things done for them. Examples of attitudes which illustrate the medical model are when people are described or defined by what they cannot do; can’t walk, can’t climb stairs, can’t talk etc.

The medical model not only shapes the ways that disabled people are viewed but it also affects the way many disabled people view themselves. It can lead in some cases to disabled people excluding themselves from social activities.

Many disabled people have objected to the medical model of disability and have argued strongly for the recognition of the social model of disability.

**Outcomes:** The changes occurring as a direct result of the project’s outputs.

**Outputs:** All the products and services you deliver as part of your work. (e.g. training courses and work placements).

**Quality Assurance System:** Is a formal management system that can be used to strengthen an organisation, raise the standards of work to make sure everything is done consistently and sets out expectations that a quality organisation should meet. A quality assurance system adds value to an
organisation that seeks to improve its services. Some of the quality assurance systems used by the third sector have been referenced in this guide.

**Refugee:** Is someone whose asylum application has been successful and who is allowed to stay in another country having proved they would face persecution back home.\(^{68}\)

**Refused asylum seeker:** Is someone whose asylum application has failed and who has no other outstanding immigration claim awaiting a decision. They are often referred to as “failed asylum seekers” Some refused asylum seekers voluntarily return home, others are forcibly returned and for some it is not safe or practical for them to return until conditions in their country change.\(^{69}\)

**Religion:** Under the Equality Act 2006 a religion must be recognised as being cogent, serious, cohesive and compatible with human dignity. The following religions are protected (although other religions are also protected): Baha’i faith; Buddhism; Christianity; Hinduism; Islam; Jainism; Judaism; Rastafarianism; Sikhism; and Zoroastrianism.

**Sex:** Refers to the biological differences between men and women, which are universal.

**Sexual orientation:** Is the attraction someone feels towards another person. People are protected from discrimination on the grounds of sexual orientation. Someone’s sexual orientation may be towards: persons of the same sex; persons of the opposite sex and persons of the same sex and of the opposite sex.

**Social Model of Disability:** This is a view of disability that recognises and acknowledges that impairment or chronic illness can create difficulties for disabled people however the chief issues they face are the barriers and prejudice created by the wider society.

The social model is a concept developed by disabled people which recognises the systematic ways that discrimination and oppression of disabled people occurs. The fact that someone has an injury, illness or congenital condition should not mean that they should be denied participation or access to society.

The social model of disability has been a very useful way of focussing activity and action for change, it places emphasis on society changing so that it no longer excludes or discriminates against people because they have an impairment.\(^{70}\)

**Transgender:** A broad term used to describe a person with gender dysphoria who feels a consistent and overwhelming desire to live their life in the gender that is opposite to that assigned to them at birth. The term includes people who have undergone, are undergoing, or intend to go undergo full genital reassignment surgery but it also encompasses all people who choose not to undergo medical treatment.

**Transsexual:** A person who through the use of hormones and surgery takes on the characteristics of the opposite sex to that which they were assigned at birth. They live permanently in the gender role appropriate to that sex. They may have undergone, are undergoing or intend to undergo full genital reassignment surgery.

**Transvestite:** The clinical name for a cross-dresser or a person who dresses in the clothing of the opposite sex. Generally, transvestites do not wish to alter their body and do not necessarily experience gender dysphoria.

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68. www.refugeecouncil.org.uk/practice/basics/truth.htm
69. Ibid.
Section TWO

Organisations and Resources

Equality and Human Rights Commission (EHRC)
The EHRC has four main offices in Manchester, London, Cardiff and Glasgow.
www.equalityhumanrights.com

Manchester
Arndale House, The Arndale Centre, Manchester, M4 3AQ
Tel: 0161 829 8100
Fax: 01925 884 000
info@equalityhumanrights.com

London
3 More London, Riverside Tooley Street, London, SE1 2RG
Tel: 020 3117 0235
(non helpline calls only)
Fax: 0207 407 7557
info@equalityhumanrights.com

Helpline
0845 604 8810 - Wales main number
0845 604 8820 - Wales textphone
0845 604 8830 - Wales fax

Glasgow
The Optima Building, 58 Robertson Street, Glasgow, G2 8DU
Tel: 0141 228 5910
(non helpline calls only)
Fax 0141 228 5912
scotland@equalityhumanrights.com

Helpline
0845 604 5510 - Scotland main
0845 604 5520 - Scotland textphone
0845 604 5530 - Scotland – Fax

Office of the Third Sector
35 Great Smith Street, London, SW1P 3BQ
Tel: 020 7276 6400
Email: OTS.info@cabinet-office.x.gsi.gov.uk
www.cabinetoffice.gov.uk/third_sector.aspx

Government Equalities Office
5th Floor, Eland House
Bressenden Place
London, SW1E 5DU
United Kingdom
Tel: 0207 944 4400
Email: ministers@dwp.gsi.gov.uk
www.womenandequalityunit.gov.uk/about/index.htm
Communities and Local Government
Eland House
Bressenden Place
London, SW1E 5DU
Tel: 020 7944 4400
www.communities.gov.uk

National Council for Voluntary Organisations (NCVO)
Regent’s Wharf
8 All Saints Street
London, N1 9RL
Freephone: 0800 2 798 798
Textphone: 0800 01 88 111 (minicom)
Main Switchboard Tel: 020 7713 6161
Fax: 020 7713 6300
Email: ncvo@ncvo-vol.org.uk
www.ncvo-vol.org.uk

National Association for Voluntary and Community Action
The Tower
2 Furnival Square
Sheffield, S1 4QL
Tel: 0114 278 6636
Fax: 0114 278 7004
Textphone 0114 278 7025
navca@navca.org.uk
www.navvca.org.uk

Trade Union Congress
Congress House
Great Russell Street
London, WC1B 3LS
Tel: 020 7636 4030
Fax: 020 7636 0632
www.tuc.org.uk

Advisory Conciliation and Arbitration Service
Acas National
Brandon House
180 Borough High Street
London, SE1 1LW
Tel: 08457 47 47 47
Minicom: 08456 06 16 00
www.acas.org.uk

Charities Evaluation Service
4 Coldbath Square
London, EC1R 5HL
Tel: 020 7713 5722
Fax: 020 7713 5692
enquiries@ces-vol.org.uk
www.ces-vol.org.uk

National Equality Partnership
Women’s Resource Centre
33-41 Dallington Street
London, EC1V 0BB
Tel: 020 7324 3030
Fax: 020 7324 3050
Email: equality@wrc.org.uk
www.improvingsupport.org.uk/equality

BASSAC
33 Corsham Street
London, N1 6DR
Tel: 0207 336 9417
Fax: 0845 241 0376
Email: info@bassac.org.uk
www.bassac.org.uk

London Voluntary Service Council
The Resource Centre
356, Holloway Road
London, N7 6PA
Tel: 020 7700 8115
tim@lvsc.org.uk
www.lvsc.org.uk

Equality & Diversity Forum
207-221 Pentonville Road
London, N1 9UZ
Tel: 0207 843 1597
Fax: 0207 843 1599
Email: info@edf.org.uk
www.edf.org.uk

The Runnymede Trust
7 Plough Yard
Shoreditch
London, EC2A 3LP
Tel: 020 7377 9222
Fax: 020 7377 6622
Email: info@runnymedetrust.org
www.runnymedetrust.org
Resources

General


Measuring Effectiveness (Charities Evaluation Service) http://www.navca.org.uk/publications/meseffect/
The Cornwall Diversity toolkit (Cornwall Infrastructure Partnership)
http://www.voluntaryskills.com/resources/downloads/equality/?PHPSESSID=3ea03a01857c9dc54

The Complete Equality and Diversity Training Toolkit (Geriproject)
http://www.geriproject.org/equality_and_diversity_services/1169137247.173/1165250930.657/

Diversity Driver (Fairplay Partnership Yorkshire and Humber)
http://www.fairplaypartnership.org.uk/diversitydriver.html

Tackling Discrimination and Promoting Equality (ACAS)
http://www.acas.org.uk/CHttpHandler.ashx?id=318&p=0

Equalities and Communities: Challenge, Choice and Change (Community Development Foundation)

Biznet, Yorkshire and Humber Race Equality Toolkit
www.biznet.org.uk

Audit

How to do an Equality Audit (Diversity Works for London)
http://www.diversityworksforlden.com/server/show/nav.00600b003

Equality Audit (TUC)

Developing and Implementing an Equal Opportunities Policy (LVSC)

Benchmarking


This report evaluates benchmarking in the sector.

Monitoring

Guidance on Age and the workplace: a guide for employers (ACAS)
http://www.acas.org.uk/CHttpHandler.ashx?id=588&p=0

Monitoring: How to monitor sexual orientation in the workplace (Stonewall)
http://www.stonewall.org.uk/workplace/1473.asp

Trans Equality Monitoring (Press for Change)
http://www.pfc.org.uk/node/1408

http://www.communities.gov.uk/publications/communities/guidancenew

Outcomes


A BIG Guide to using an Outcomes Approach (the Big Lottery Fund)
http://www.biglotteryfund.org.uk/index/apply-uk/qa_explaining_difference.htm

Outcomes online (Charities Evaluation Service)
http://www.ces-vol.org.uk/index.cfm?pg=116

Directories
Equities Resources (NAVCA)
www.navca.org.uk/localvs/equalities

Runnymede Trust
http://www.runnymedetrust.org/resources/links.html

Housing Diversity Network
http://www.housingdiversitynetwork.co.uk/resources/directory.asp

Equality and Diversity Forum (EDF)
http://www.edf.org.uk/orgsearch/orgsearch.aspx

Libraries
Directory of Social Change Library Service
www.dsc.org.uk/charitybooks/library_service.html

The Runnymede Collection at Middlesex University Library
www.mdx.ac.uk/runnymede/books.htm

Housing Diversity Network
www.housingdiversitynetwork.co.uk/resources/library.asp

Quality Assurance Systems

PQASSO
Charities Evaluation Service
4 Coldbath Square
London, EC1R 5HL
Tel: 020 7713 5722
Fax: 020 7713 5692
enquiries@ces-vol.org.uk
www.ces-vol.org.uk

Quality First
Birmingham Voluntary Service Council
138 Digbeth High Street
Birmingham, B5 6DR
Tel: 0121 643 4343
Fax: 0121 643 4541
Email: claudiap@bvsc.org.uk
www.bvsc.org.uk

Resources

PQASSO
(Charities Evaluation Service)
http://www.ces-vol.org.uk/index.cfm?pg=42

Diversity Excellence Model (National School of Government)

Quality First (Birmingham Voluntary Service Council)
www.bvsc.org.uk

Quality Assurance System for Refugee Organisations (Refugee Council)
http://www.refugeecouncil.org.uk/practice/support/quality.htm
HUMAN RIGHTS

Organisations

**British Institute of Human Rights**
School of Law
King’s College London
26-29 Drury Lane
London, WC2B 5RL
Tel: 0207 848 1818
Fax: 0207 848 1814
info@bihr.org.uk
www.bihr.org.uk

**Amnesty International UK**
The Human Rights Action Centre
17-25 New Inn Yard
London, EC2A 3EA
Tel: 020 7033 1500
Fax: 020 7033 1503
Textphone +44 (0) 20 7033 1664
Email sct@amnesty.org.uk
www.amnesty.org.uk

**Liberty**
21 Tabard Street
London, SE1 4LA
Tel: 020 7403 3888
www.liberty-human-rights.org.uk

Resources


EQUALITIES DUTIES

**Public Law Project**
150 Caledonian Road
London, N1 9RD
Tel: 0207 697 2190
Fax: 0207 837 7048
e-mail: admin@publiclawproject.org.uk
www.publiclawproject.org.uk

GENDER

**Women’s Resource Centre**
33-41 Dallington Street,
London, EC1V 0BB
Tel: 020 7324 3030
Fax: 020 7324 3050
www.wrc.org.uk

**Fawcett Society**
1-3 Berry Street
London, EC1V 0AA
Tel: 020 7253 2598
Fax: 020 7253 2599
www.fawcettsociety.org.uk

**Women’s National Commission**
4/G9 Eland House
Bressenden Place
London, SW1E 5DU
Tel: 020 7944 0585
Fax: 020 7944 0583
E-mail: wnc@communities.gsi.gov.uk
www.wnc.org.uk
Resources


Shaping a Fairer Future (Women and Work Commission)
http://www.womenandequalityunit.gov.uk/publications/wwc_shaping_fairer_future06.pdf

Enforcing the Gender Equality Duty: a Toolkit for Individuals (Equality and Human Rights Commission)

Tools for Change: Public Sector Equality Duties & Violence against Women (End Violence against Women)
http://www.endviolenceagainstwomen.org.uk/documents/Enforcement_toolkit.doc

Into the Lion’s Den: a Practical Guide to Including Women in Regeneration (Oxfam)
http://www.oxfam.org.uk/resources/ukpoverty/resources.html#lions

Where are Women in Local Strategic Partnerships (Women’s Resource Centre, Oxfam & Urban Forum)
http://www.wrc.org.uk/downloads/Policystuff/womenlsps.pdf

See Both Sides: A Practical Guide to Gender Analysis for Quality Service Delivery (Oxfam)
http://publications.oxfam.org.uk/oxfam/display.asp?K=9780855985370&sf_01=CTITLE&st_01=See+both+Side s&sort=SORT_DATE/D&x=18&y=5&m=1&dc=1#contents

GENDER IDENTITY

Organisations

Press for Change
www.pfc.org.uk
The Beaumont Society
27 Old Gloucester Street
London, WC1N 3XX
Tel: 01582 412220
Helpline: 0700 0287878
Email: enquiries@beaumontsociety.org.uk
www.beaumontsociety.org.uk

FTM Network
BM Network
London, WC1N 3XX
Tel: 0161 432 1915
www.ftm.org.uk

The Gender Identity Research and Education Society
Melverly
The Warren
Ashtead
Surrey, KT21 2SP
Tel: 01372 801 554
Fax: 01372 272 297
Email: admin@girestrust.org.uk
www.gires.org.uk

The Gender Trust
Community Base
113 Queens Road
Brighton, BN1 3XG
Tel: 01273 234 024
Helpline: 0845 231 0505
Email: info@gendertrust.org.uk
www.gendertrust.org.uk

Mermaids
BM Mermaids
London, WC1N 3XX
Helpline: 07020 935 066
www.mermaids.freeuk.com

Gendys Network
Gendys Network
BM Gendys
London, WC1N 3XX
www.gender.org.uk/gendys/index.htm

Resources

Gender Reassignment: a Guide for Employers (Women and Equality Unit)
http://www.womenandequalityunit.gov.uk/publications/gender_reassignment_guide05.pdf

Meeting the Gender Duty for Transsexual Staff (Equal Opportunities Commission)

Gender Reassignment: Guidance for Managers and Supervisors (Equal Opportunities Commission)

Transsexualism and Gender Reassignment: Recommendations for Management Guidelines (The Gender Trust)
http://www.gendertrust.org.uk/htm/workplace.htm

SEXUAL ORIENTATION

Stonewall
Tower Building
York Road
London, SE1 7NX
Tel: 020 7593 1850
Info Line: 08000 50 20 20
Fax: 020 7593 1877
Minicom: 020 7633 0759
Email: info@stonewall.org.uk
www.stonewall.org.uk
Consortium of LGBT Voluntary and Community Organisations
J111 Tower Bridge Business Complex
100 Clements Road
Southwark
London, SE16 4DG
Tel: 020 7064 8383
Fax: 020 7064 8283
Email: information@lgbtconsortium.org.uk
www.lgbtconsortium.org.uk

Broken Rainbow LGBT Domestic Violence Service UK
Helpline for survivors: 0845 260 4460
Helpline for agencies: 0845 260 5560
Minicom: 0207 231 3884
Email: mail@broken-rainbow.org.uk
www.broken-rainbow.org.uk

Families and Friends of Lesbian and Gays
7 York Court
Wilder Street
Bristol, BS2 8HQ
Central Helpline no: 0845 652 0311
Email: info@fflag.org.uk
www.fflag.org.uk

Kairos in Soho
Unit 10
10-11 Archer Street
Soho
London, W1D 7AZ
Tel: 020 7437 6063
info@kairosinsoho.org.uk
www.kairosinsoho.org.uk

Galop
2G Leroy House
London, N1 3QP
Tel: 0207 704 6767
Fax: 0207 704 6707
Email: info@galop.org.uk
www.galop.org.uk

The Safra Project
PO Box 45079
London, N4 3YD
Email: info@safraproject.org
www.safraproject.org

Imaan
28 Commercial Street
London, E1 6LS
Tel: 07849 170793
Email: info@imaan.org.uk
www.imaan.org.uk

Lesbian and Gay Christians
LGCM,
Oxford House,
Derbyshire St,
London, E2 6HG,
Tel: 020 7739 1249
Email: lgcm@lgcm.org.uk
www.lgcm@lgcm.org.uk

Queer Youth Alliance
www.queeryouth.org.uk

Schools Out
BM Schools Out National
London, WC1N 3XX
www.schools-out.org.uk

Polari
5th Floor, Central House
14 Upper Woburn Place
London, WC1H 0AE
Email: policy@polari.org
www.casweb.org/polari

Alzheimer’s Society LGBT Carers
Devon House
58 St Katharine’s Way
London, E1W 1JX
Tel: 020 7423 3500
Fax 020 7423 3501
Email enquiries@alzheimers.org.uk

Resources

Sexual Orientation in the Workplace: a Guide for Employers and Employees. (ACAS)
http://www.acas.org.uk/media/pdf/e/n/sexual_1.pdf
LGBT Equality in the Workplace (TUC)
http://www.tuc.org.uk/equality/tuc-11663-f0.pdf

Sexual Orientation Employer Handbook (Stonewall)
http://www.stonewall.org.uk/workplace/1471.asp

Guidance on new measures to outlaw discrimination on the grounds of sexual orientation in the provision of goods, facilities and services (Communities and Local Government)
http://www.communities.gov.uk/publications/communities/guidancenew

The Colour of Your Money: A Guide to New Protections for Gay People (Stonewall)

Civil Partnership: Advice for Employers (Women and Equality Unit)
http://www.womenandequalityunit.gov.uk/civilpartnership/partnership_employers_advice05.doc

The Whole of Me: A Resource Pack (Age Concern England)
http://www.ageconcern.org.uk/AgeConcern/EB6D33A870764D82931896AF798882B9.asp

Opening Doors – A Resource Pack (Age Concern England)
http://www.ageconcern.org.uk/AgeConcern/EB6D33A870764D82931896AF798882B9.asp

Making Equality Simple (NCVO)
http://www.ncvo-vol.org.uk/publications/publication.asp?id=1473

AGE

Organisations

Age Concern England
Astral House
1268 London Road
London, SW16 4ER
Tel: 0800 00 99 66
www.ageconcern.org.uk

The Centre for Research into the Older Workforce
Professor Stephen McNair
Centre Director
Centre for Research into the Older Workforce
NIACE
21 De Montfort Street
Leicester, LE1 7GE
Email: stephen.mcnair@niace.org.uk
www.olderworkforce.org.uk

Women’s Royal Voluntary Service
Garden House
Milton Hill
Steventon
Abingdon, OX13 6AD
Tel: 0845 601 8335
www.wrvs.org.uk

Help the Aged
207-221 Pentonville Road
London, N1 9UZ
Tel: 020 7278 1114
Fax: 020 7278 1116
Email: info@helptheaged.org.uk
www.helptheaged.org.uk

The Age Employment Network
207-221 Pentonville Road
London, N1 9UZ
Tel: 0207 843 1590
Fax: 0207 843 1599
Email: info@taen.org.uk
www.taen.org.uk
Age Positive
Department for Work and Pensions
Room N10
Moorfoot
Sheffield, S1 4PQ
Tel: 0113 232 4444
Email: agepositive@dwp.gsi.gov.uk
www.agepositive.gov.uk

Action on Elder Abuse
Astral House
1268 London Road
Norbury
London, SW16 4ER
Tel: 020 8765 7000
Fax: 020 8679 4074
Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

The Employers Forum on Age
Floor 3, Downstream
1 London Bridge
London, SE1 9BG
Tel: 0845 456 2495
Fax: 0845 458 1847
Email: info@byc.org.uk
www.byc.org.uk

British Youth Council
The Mezzanine 2
Downstream Building
1 London Bridge
London, SE1 9BG
Tel: 0845 458 1489
Fax: 0845 458 1847
Email: info@byc.org.uk
www.byc.org.uk

Resources

http://www.wrvs.org.uk/vita/home.htm

Unell, J (2006) Barrier of opportunity: insurance for older volunteers
http://www.wrvs.org.uk/vita/home.htm

http://www.wrvs.org.uk/vita/home.htm

http://www.wrvs.org.uk/vita/home.htm

Age and the Workplace: Putting the Employment Equality (Age) Regulations 2006 into Practice (ACAS)
http://www.acas.org.uk/media/pdf/d/t/6683_Age_and_the_Workplace_AWK.pdf

Managing Age: a Guide to Good Practice Employment (TUC)

Skills Assessment: a Self Assessment Toolkit for Older Workers (Fair Play for Older Workers: The Age Employment Network)
http://www.taen.org.uk/resources/individuals.htm

Mind your language - a guide to getting recruitment right (Employers Forum on Age)
http://www.efa.org.uk/publications/downloads/1825v3_EFA_AppForm_Notes.pdf

Youth at the Table Training Pack
(British Youth Council)
http://www.byc.org.uk/menubyc.asp?id=4&menuid=29
**DISABILITY**

Organisation

**Royal National Institute for the Deaf**  
19-23 Featherstone Street  
London, EC1Y 8SL  
Tel: 0808 808 0123 (freephone)  
Textphone: 0808 808 9000 (freephone)  
Fax: 020 7296 8199  
SMS: 0780 000 0360  
Email: informationline@rnid.org.uk

**Disability Law Service**  
39-45 Cavell Street  
London, E1 2BP  
Tel: 0207 791 9800  
Minicom: 0207 791 9801  
Fax: 0207 791 9802  
Email: advise@dls.org.uk

**Ability Net**  
AbilityNet Technical Centre  
Suite 1  
Malvern Gate  
Bromwich Road  
Worcester, WR2 4BN  
Tel: 0800 269 545  
Fax: 01926 497 425  
Courses: 01926 312 847  
enquiries@abilitynet.org.uk

**Royal National Institute for the Blind**  
105 Judd Street  
London, WC1H 9NE  
Tel: 020 7388 1266  
Fax: 020 7388 2034  
Helpline: 0845 766 9999

**Sense**  
11-13 Clifton Terrace  
Finsbury Park  
London, N4 3SR  
Tel: 0845 127 0060  
Text: 0845 127 0062  
Fax: 0845 127 0061  
E-mail: info@sense.org.uk

**Mencap**  
123 Golden Lane  
London, EC1Y 0RT  
Tel: 020 7454 0454  
Fax: 020 7608 3254  
Email: information@mencap.org.uk

**People First (self advocacy)**  
Hampton House, 4th floor  
20 Albert Embankment  
London, SE1 7TJ  
Tel: 020 7820 6655  
Fax: 020 7820 6621  
Email: general@peoplefirstltd.com

**Disability Alliance UK**  
Universal House  
88-94 Wentworth Street  
London, E1 7SA  
Tel: (Voice and Minicom) 020 7247 8776  
Fax: 020 7247 8765

**MS Society**  
MS National Centre  
372 Edgware Road  
London, NW2 6ND  
Tel: 020 8438 0700  
Fax: 020 8438 0701

**Deaf Aware**  
Consultancy offering advice and support on accessibility and deaf awareness training  
Orchard Court  
Boughton  
Chester Cheshire, CH3 5EW  
Tel: 0773 244 1383  
Email: deafaware@lycos.co.uk or contact@key2equality.co.uk

**RADAR**  
12 City Forum  
250 City Road  
London, EC1V 8AF  
Tel: 020 7250 3222  
Fax: 020 7250 0212  
Minicom: 020 7250 4119  
Email: radar@radar.org.uk
**The Shaw Trust**
Fox Talbot House
Greenways Business Park
Bellinger Close
Chippenham
Wiltshire, SN15 1BN
Telephone: 01225 716300
Minicom: 08457 697288
Email: employer-engagement@shaw-trust.org.uk
www.shaw-trust.org.uk

**NAZ Project London**
Palingswick House
241 King Street
London, W6 9LP
Tel: 020 8741 1879
Fax: 020 8741 9609
Email: npl@naz.org.uk
www.naz.org.uk

**Breakthrough UK Ltd**
B.E.V.C.
Aked Close
Ardwick
Manchester, M12 4AN
Tel: 0161 273 5412
Fax: 0161 274 4053
Answerphone Minicom: 0161 273 5727
Email: admin@breakthrough-uk.co.uk
www.breakthrough-uk.co.uk

**Blind in Business**
4th Floor
1 London Wall Buildings
London, EC2M 5PG
Tel: 0207 588 1885
Fax: 0207 588 1886
Email: info@blindinbusiness.org.uk
www.blindinbusiness.org.uk

**Equatability**
Tel: 0208 861 0942
Email: enquiries@equatability.com
www.equatability.com

**Working without Hearing**
Email: contributions@workingwithouthearing.com
www.workingwithouthearing.com

**Regard**
BM REGARD
London, WC1N 3XX
Fax: 08444 431277
Email: secretary@regard.org.uk
www.regard.org.uk

**MIND**
Granta House
15-19 Broadway
London, E15 5BQ
Tel: 0208 519 2122
Fax: 0208 522 1725
Email: info@mind.org.uk
www.mind.org.uk

**Diverse Minds**
Granta House
15-19 Broadway
London, E15 5BQ
Tel: 020 8215 2220
Fax: 020 8522 1725
Email: diverse minds@mind.org.uk

**Employer’s Forum on Disability**
Nutmeg House
60 Gainsford Street
London, SE1 2NY
Tel: 0207 403 3020
Fax: 0207 403 0404
Email: website.enquiries@employers-forum.co.uk
www.employers-forum.co.uk

**Terrence Higgins Trust**
314-320 Gray’s Inn Road
London, WC1X 8DP
Telephone: 020 7812 1600
Fax: 020 7812 1601
Email: info@tht.org.uk
www.tht.org.uk

**Mental Health Charities**
www.mind.org.uk
www.mindcampaign.org.uk
www.employers-forum.co.uk
www.employers-frame.co.uk
www.rethink.org
**Mental Health Foundation**
9th Floor
Sea Containers House
20 Upper Ground
London, SE1 9QB
Tel: 0207 803 1101
Email: mhf@mhf.org.uk
www.mhf.org.uk

**Young Minds**
48-50 St John’s Street
London, EC1M 4DG
Tel: 0207 336 8445
Fax: 0207 336 8446
www.youngminds.org.uk

**Depression Alliance**
212 Spitfire Studios
63 - 71 Collier Street
London N1 9BE
Tel: 0845 123 23 20
Email: information@depressionalliance.org
www.depressionalliance.org

**Beating Eating Disorders**
103 Prince of Wales Road
Norwich
NR1 1DW
Tel: 0870 770 3256
www.b-eat.co.uk

**Resources**

Disability, Health and Employment:
A short guide for small and medium sized employers (Disability Rights Commission)

See it Right: Making information accessible for people with sight problems (RNIB)
http://www.mib.org.uk/xpedio/groups/public/documents/PublicWebsite/public_seeitright.hcsp

Doing Work Differently (Radar)
www.radar.org.uk

Employing people with mental health problems - directory of specialist agencies (MIND)
http://www.mind.org.uk/Information/Factsheets/Employment+and+benefits/Employing+People+With+Mental+Health+Problems.htm

Realising people’s potential (MIND)
http://www.mind.org.uk/Information/Booklets/Other/Realising+peoples+potential.htm

Making it Work for Employers (Mencap)
http://www.mencap.org.uk/download/MIW_EMP.pdf

**RACE**

**Organisations**

**1990 Trust**
Suite 12 Winchester House
9 Cranmer Road
London, SW9 6EJ
Tel: 020 7582 1990
Fax: 020 7793 8269
Email: blink@the1990trust.org.uk
www.blink1990.org.uk
B:RAP
9th Floor
Edgbaston House
3 Duchess Place
Hagley Road
Birmingham, B16 8NH
Tel: 0121 456 7400
Fax: 0121 456 7419
Email: brap@brap.org.uk
www.brap.org.uk

Race on the Agenda (ROTA)
Unit 101, Cremer Business Centre
37 Cremer Street
London E2 8HD
Tel: 020 7729 1310
Fax: 020 7739 6712
Email: rota@rota.org.uk
www.rota.org.uk

Voice for Change England
c/o BTEG
2nd Floor
Lancaster House
31-33 Islington High Street
London, N1 9LH
Tel: 0207 843 6130
www.voice4change-england.co.uk

Traveller Law Reform Project
c/o London Gypsy and Traveller Unit
6 Westgate Street
London, E8 3RN.
Tel: 07956 450916
www.travellerslaw.org.uk

National Association of Teachers of Travellers
www.natt.org.uk

Refugee Council
240-250 Ferndale Road
London, SW9 8BB
Tel: 0207 346 6700
Fax: 0207 346 6778
www.refugeecouncil.org.uk

Refugee Action
The Old Fire Station
150 Waterloo Road
London, SE1 8SB
Tel: 0207 654 7750
Fax: 0207 654 7700
Email: info@refugee-action.org.uk
www.refugee-action.org.uk

Immigration Advisory Service
3rd Floor
County House
190 Great Dover Street
London, SE1 4YB
Tel: 0207 967 1200
Fax: 0207 403 5875
www.ias.org.uk

The Refugee and Asylum Seeking Children’s Project
Children’s Legal Centre
University of Essex
Wivenhoe Park
Colchester, CO4 3SQ
Tel: 01206 872 466
www.childrenslegalcentre.com

Asylum Aid
Club Union House
253 – 254 Upper Street
London, N1 1RY
Tel: 0207 354 9631
Fax: 0207 3545620
Email: info@asylumaid.org.uk
www.asylumaid.org.uk

Resources

http://archive.cabinetoffice.gov.uk/equalitiesreview/

Bridge the Gap: What is known about the BME Third Sector in England (Voice for Change England)
http://www.voice4change-england.co.uk/docs/V4CE_Bridge_the_Gap_What_is_known_about_the_BME_Third_Sector_in_England_October2007.pdf
Ethnic Minorities in the Labour Market: Dynamics and Diversity (Joseph Rowntree Foundation)

Challenging Institutional Racism: a Toolkit for the Voluntary Sector (Race on the Agenda)

Race Equality and Procurement in Local Government: a guide to local authorities and contractors

The Busy Employers Guide to Equalities (B:RAP)
http://www.brap.org.uk/index.php/Publications/brap-resources.html

Equality Speak (B:RAP)
http://www.brap.org.uk/index.php/Publications/brap-resources.html

Rethinking Recruitment (B:RAP)
http://www.brap.org.uk/index.php/Publications/brap-resources.html

BME Spark
www.bmespark.org.uk

Quality Assurance System for Refugee Organisations (QASRO) (Refugee Council)
http://www.refugeecouncil.org.uk/practice/support/quality.htm

RELINION AND BELIEF

Organisations

Faith Regen Foundation
18-24 Chase Side
Southgate
London, N14 5PB
Tel: 0208 920 6868
Fax: 0208 920 6565
Email: kinga@faithregenuk.org
www.faithregenuk.org

The Inter Faith Network for the UK
8A Lower Grosvenor Place
London, SW1W 0EN
Tel: 0207 931 7766
Fax: 0207 931 7722
Email: ifnet@interfaith.org.uk
www.interfaith.org.uk

The British Humanist Association
1 Gower Street
London, WC1E 6HD
Tel: 020 7079 3580
Fax: 020 7079 3588
Email: info@humanism.org.uk
www.humanism.org.uk

The National Secular Society
25 Red Lion Square
London, WC1R 4RL
Tel: 020 7404 3126
Fax: 0870 762 8971
Email: enquiries@secularism.org.uk
www.secularism.org.uk

Shap Working Party
PO Box 38580
London, SW1P 3XP
Tel: 0207 898 1494
Email: admin@shapworkingparty.org.uk
www.shapworkingparty.org.uk
**Resources**

Challenge and Opportunity: Changing the Pattern of Interfaith Engagement in the UK (Interfaith Network)

Religion or Belief in the Workplace: a Guide for Employer and Employees (ACAS)

A Guide to Diversity in the UK (Diversity Solutions)
www.diversity-solutions.com

Good Practice Guide Engaging and Empowering Faith Communities in Housing and Regeneration (Faith Regen Foundation)
http://www.faithregenuk.org/gpg.html

Building Good Relations with People of Different Faiths and Beliefs (Inter Faith Network)

Interfaith Organisations in the UK a Directory (Inter Faith Network)
http://www.interfaith.org.uk/orderdirectory.htm

**Goldstar**
www.goldstar.org.uk

**Voluntary Matters**
The Media Trust
3-7 Euston Centre
Regent’s Place
London, NW1 3JG
Tel: 020 7874 7629
Email: voluntarymatters3@mediatrust.org
www.mediatrust.org

**Resources**

Investing in Volunteers Toolkit (Volunteering England)
http://iiv.investinginvolunteers.org.uk/newsviews/IiVToolkit/

The A-Z on Volunteering and Asylum (Volunteering England)
www.volunteering.org.uk/Resources/publications

You cannot be serious! A guide to involving volunteers with mental health problems (Volunteering England)
www.volunteering.org.uk/Resources/publications

Involving older volunteers: a good practice guide (Volunteering England)
www.volunteering.org.uk/Resources/publications

My Time, My Community, Myself (experiences of volunteering within the black community) (Volunteering England)
www.volunteering.org.uk/Resources/publications

Voluntary Matters 3
www.voluntarymatters3.org/diversity/introduction/index.html

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