



## 1.0 GENERAL POLICY STATEMENT

1.1 **The Fed** is committed to the principle of **Equal Opportunities** in employment and the provision of services for which it is responsible.

1.2 This **statement** forms part of the contractual obligations of each member/ employee/volunteer of **The Fed**.

1.3 **The Fed** recognises that in our society, groups and individuals have been and continue to be discriminated against on the basis of race, ethnic and national origins, disability, gender, class, sexuality, HIV or AIDS status. Domestic circumstances, age, religion, ethical beliefs, politics and spent convictions of ex-offenders are further bases for discrimination. **The Fed** further recognises that there is both direct discrimination and there are practices that have discriminatory effects (indirect discrimination).

1.4 **The Fed** is committed to challenging and combating such discrimination where appropriate. **The Fed** shall therefore ensure that policies, practices and procedures - both in employment and service delivery - do not discriminate directly or indirectly against individuals or groups identified in paragraph 1.3. In addition, **The Fed** shall ensure that access to employment and services are equally available to all sections of our communities.

1.5 **The Fed's** members, employees and volunteers are expected not to behave in a discriminatory manner (including harassment and victimisation) either towards the public or other members/employees/volunteers, and to adhere to the procedures and practices arising from the **Equal Opportunities Policy**. Failure to do so may result in disciplinary action.

1.6 Overall responsibility for the **Equal Opportunities** Service Provision and Employment Policies will lie with the Directors.

1.7 This **policy** and its practice will be continuously monitored to ensure its effectiveness. Monitoring will be achieved through, for example, regular **policy** review; staff supervision; inclusion of **policy** practice in organisational planning and strategic review; etc.

**The Fed**

## **EQUAL OPPORTUNITIES SERVICE PROVISION POLICY STATEMENT**

### **2.0 INTRODUCTION**

2.1 **The Fed's** role is to provide an infra-structure and high quality services to Lesbian, Gay and Bisexual (LGBT) communities in the North East of England. **The Fed** recognises that commitment to the promotion and development of equality of opportunity in the services it provides is essential to the provision of high quality services and will ensure that its policies and procedures reflect this commitment.

### **3.0 AIMS AND OBJECTIVES**

3.1 **The Fed's Equal Opportunities** Service Provision **Policy Statement** has two main objectives that seek to ensure:

3.1.1 Access to Services: that all members of LGBT communities have access to services.

3.1.2 Delivery of Services: that services are delivered equally and **equal** treatment is ensured to all sections of LGBT communities.

### **4.0 SCOPE OF POLICY**

4.1 This **policy** covers both direct discrimination and practices that have discriminatory effects (indirect discrimination) in service provision.

4.1.1 Direct Discrimination: occurs when an individual receives less favourable treatment than others, or is denied or refused access to services on the grounds of race, etc. (see section 1.3).

4.1.2 Indirect Discrimination: occurs when access to services relies on terms and conditions that a disproportionate number of persons from a group, which is traditionally discriminated against, cannot comply with. Such requirements could prevent or discourage certain groups from using **The Fed's** services or restrict access to a full range of services on offer.

4.1.3 Passive/Silent/Collusive/Contributory Discrimination: is the witness of discriminatory practice and the failure to disassociate from the practice or is acting in a manner that is likely to encourage and validate discrimination.

4.1.4 Harassment: includes unreciprocated and unwelcome comments, looks, actions, materials, suggestions and physical contact that is found objectionable and/or offensive and may create an intimidatory environment.

## 5.0 DELIVERY AND ACCESS

5.1 **The Fed** believes that in order for services to be accessible, all sections of LGBT communities must be involved and enabled to input into the design of services. In that way it is hoped that services will be relevant to all communities.

5.2 The **policy** seeks to ensure that the needs of all lesbians, gay men and bisexuals are incorporated into the planning and provision of services and that regular consultation takes place where possible with the local communities to determine and meet those needs.

5.3 **The Fed** will seek to ensure that information regarding its services are provided in a form that is accessible for people with disabilities and, where appropriate, in direct consultation with the individual concerned.

5.4 **The Fed** will seek to ensure that information regarding its services is widely publicised to all sections of LGBT communities.

## 6.0 COMPLAINTS

6.1 Complaints of discrimination, harassment or victimisation with regard to services will be dealt with under **The Fed's** Complaints Procedure.

6.2 Where it is found that incidents of discrimination, victimisation or harassment have occurred, disciplinary action will be taken against the individual/s concerned. Where it is found that procedures discriminate, these will be reviewed and re-evaluated.

6.3 Details of **The Fed's** Complaints Procedure will be readily available and accessible to all service users.

## 7.0 MONITORING

7.1 **The Fed** is committed to a comprehensive monitoring system to ensure effective implementation of this **policy**. Take up of services will be monitored to ensure services are accessible to all sections of LGBT communities.