

Inclusion and Belonging Policy

May 2024

Summary Information/Record of Approval		
<i>Policy Area:</i>	People Services	
<i>Accountable Person:</i>	Chief Executive	
<i>Originated by:</i>	Inclusion Co-ordinator	
<i>Approved by committee:</i>	People and Transformation Committee	Date: 02/05/2024
<i>Reviewed and Approved by:</i>	Chief Executive	Date: 07/05/2024
<i>E&D statement</i>	This policy has been reviewed and complies with the provisions of the Equality Act 2010	
<i>Mandatory Read</i>	Yes/No	
<i>Date of next review:</i>	May 2027	

Document History		
Version and Date	By	Comments
V8 2024/05	Dylan Tippetts	Changed name from "Equality, Diversity & Inclusion Policy & Procedure", inserted flexible working and generally updated.
V7 2022/04	Tracey Holman	Reviewed
V6 2021/11	Leigh Jones	Reviewed and updated
V5 2018/04	Annie Broadbent	Reviewed and updated with the Equality Act 2010
V4 2015/07	Annie Broadbent	Reformatted and Reasonable Adjustment section added
V3 2013/01	Tracey Holman	Scheduled review & reformatting
<i>Distribution:</i>	Electronic Copies issued to: Master Policy Folder (docx format)	

Document History		
Version and Date	By	Comments
		Staff Web Pages
Scope:	All staff and volunteers	

Policy Statement

1. This document outlines our policy and commitment to equality, diversity, inclusion and belonging for everyone and applies to all our people, including staff employed within St Luke's Hospice, individuals registered with the bank, locums, staff on honorary contracts, work experience and volunteers. Each member of staff or individual carries personal responsibility for their own behaviour in relation to equality, diversity, inclusion and belonging.
2. St Luke's recognises that discrimination and harassment has a wider application than its employees and volunteers. Service users, members of the public, voluntary organisations, individuals on work experiences placements, contractors and suppliers are expected to conform to the standards set by St Luke's.
3. Managers are expected to act as appropriate to incorporate the principles of this policy into working and contractual arrangements.
4. St Luke's recognises that discrimination is both unlawful and unacceptable. We are committed to being an equal opportunities employer and to building equality, diversity, inclusion and belonging into everything that we do. St Luke's will ensure that all employees are treated fairly, with dignity and respect, irrespective of sex, race, age, disability, sexual orientation, marriage/civil partnership status, religion/belief, pregnancy/maternity and gender reassignment (protected characteristics). We wish to promote a culture where employees are able to seek and hold employment or volunteer status without discrimination, harassment and infringement of their human rights.
5. We believe that everyone has the right to be treated fairly and with dignity and respect.
6. We recognise that by encouraging and managing equality, diversity, inclusion and belonging amongst our people and users of our services, we will be able to meet the objectives of St Luke's Hospice more effectively. We will achieve this by delivering the highest standards in our behaviour to our patients, families, carers and to each other.
7. St Luke's will promote practices designed to eliminate discrimination and to ensure adherence to legislation and relevant Codes of Practice.

8. The aim of this policy is to ensure that no job applicant, member of staff, volunteer, or user of our service:
 - Receives less favourable treatment and;
 - Is disadvantaged by conditions or requirements which cannot be justified.
9. Everyone has the right to:
 - Be treated with dignity and respect.
 - Avoid being victimised.
 - Help and guidance about equal opportunities.
 - Work in an environment that values every individual.
 - Point out unfair treatment or discriminatory behaviour without any risk to themselves.
10. Everyone has the responsibility to:
 - Treat everyone with dignity and respect.
 - Ensure that there is no victimisation of others and no pressure on others to unfairly discriminate.
 - Understand and practice equal opportunities.
 - Value everyone as an individual and ensure that we benefit from the diversity they bring.
 - Bring any unfair treatment or discriminatory behaviour to the attention of the organisation through a formal process.

Accountabilities (XE “Accountabilities”) and Authorities

11. General responsibilities in respect of this Policy are set in the Governance Policy.
12. In respect of this Policy, these additional accountabilities and authorities are established:
13. Directors and all other line managers and professional leads are responsible for implementing the policy in their areas. This includes taking appropriate action where employees, volunteers, patients, visitors, or other individuals have acted in contradiction to the principles of this policy. Responsibility for implementing

the policy will form part of St Luke's approach to Performance Management Reviews.

14. All employees have a personal responsibility to carry out duties in accordance with the principles of this policy at all times.

Method

Recruitment, Selection and Promotion of Employees

15. St Luke's will ensure that its recruitment, selection, and promotion practices provide equal access to all persons and are free from unfair or unlawful forms of discrimination.
16. The purpose of recruitment and selection is to ensure that the best person for the post is appointed.
17. All opportunities for promotion or secondment will be advertised internally within St Luke's Hospice and be subject to St Luke's recruitment and selection procedures to ensure fairness and consistency.
18. All employees with recruitment responsibilities must familiarise themselves with the relevant policies on recruitment and the specific guidance on equality and diversity issues.

Services for Disabled Persons and Employees (Reasonable Adjustments)

19. St Luke's holds the Disability Employment Services' "Two Ticks" symbol and has provision in place to assist the employment opportunities of disabled persons. St Luke's guarantees to interview all disabled applicants who meet the minimum job specification criteria for the post.
20. St Luke's will try to ensure that when a member of staff becomes disabled that they remain in employment. In consultation with Occupational Health, we will consider reduced working hours, alternative patterns of working, reasonable specific adjustments/aids and retraining leading to redeployment.
21. St Luke's will work towards meeting our disability equality duty by reviewing our policies and practices to identify possible barriers for disabled people so we can remove or minimise them and anticipate any reasonable adjustments we may need to make. This reviewing process is part of the 'equality impact assessment'.

22. A reasonable adjustment can be defined as making a change to the way that we usually do things to ensure that we are fair in our treatment of disabled people.
23. Providing reasonable adjustments for disabled people is something that is required of us by the Equality Act 2010.
24. The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. This will in, some circumstances, make it appear that we are treating disabled people more favourably. This is lawful in this context.
25. St Luke's will always make its best effort to agree in advance with the individual in question the reasonable adjustments that we are able to make and provide reasons when it may not be possible. Occupational Health will also be consulted as appropriate.
26. When making an assessment of what is considered a 'reasonable adjustment', we have to take into account:
 - The extent to which the reasonable adjustment will prevent discrimination.
 - The extent to which it is practical for the organisation to make the adjustment.
 - The cost and availability of resources, including access to funding.
27. The organisation will monitor the effectiveness of the reasonable adjustment measures it has put in place to ensure that they a) effective and b) prevent discrimination.

Supporting Religious and Cultural Needs

28. St Luke's recognises the need for employees to balance their work and religious/cultural needs, and that at times those needs may conflict with existing work requirements. St Luke's will give due consideration to whether it is reasonably practicable to vary or adapt these requirements to enable such needs to be met.
29. Individuals who may wish to participate in religious observances whilst at work are encouraged to contact the People Services department for guidance and use of facilities.

Recruitment of Ex-offenders

30. St Luke's also has a Policy on the Recruitment of Ex-Offenders which outlines the organisation's commitment to not discriminate against any potential job applicant who may have a criminal record. Having a criminal record will not necessarily preclude an individual from working for St Luke's. It will depend on the role on offer and the nature of any offence. Due consideration will be given to mitigating circumstances.

Flexible working

31. St Luke's encourages more flexible patterns of work to attract and retain employees by helping them to achieve a balanced and high quality of working life.
32. Any flexible working agreement should recognise the needs of the service whilst at the same time allowing for a degree of flexibility to accommodate other commitments.
33. A flexible approach to start and finish times will not apply to all employees and is subject to the demands of the service. This will mean that certain posts, or groups of posts will be excluded where attendance for the standard working day or part of the workday is imperative (for example, catering staff). The appropriate director may also vary requirements or decide that certain groups are exempt from flexible start and finish times because of operational requirements.
34. Any flexible approach to working times is a discretionary practice that can be amended or withdrawn from a department.

Compliance

35. This Policy supports compliance with:
 - Care Quality Commission requirements under the Health and Social Care Act 2008 (Regulated Activities Regulations 2014; and
 - The Health and Safety at Work (etc) Act 1974.
 - Rehabilitation of Offenders Act 1974
 - Employment Rights Act 1996
 - Part-time workers Directive 1999

- The Equality Act 2010

Monitoring and Review

36. This Policy will be reviewed every three years by the People and Transformation Committee, or more frequently if recommended practice or regulations require it.

Training, Education and Development Required

37. To achieve the highest quality of services possible and to maintain the quality of our employment practices, we will do all that we can to develop a committed and highly motivated workforce.
38. All new starters will be required to complete Equality, Diversity, and Inclusion training as part of their mandatory training requirements. This is required to be repeated every three years.
39. Through the personal development review process, all employees have their development needs assessed. Training and development opportunities will be made available, using the Competency Framework where appropriate.
40. All employees will be encouraged to access the training, education, and development facilities available to enable them to progress within St Luke’s Hospice. These courses include several specialist courses on inclusion and belonging, recruitment and selection, appraisal, performance management and employee development will be available as required.
41. A summary document is attached at Appendix A and will be issued to new employees as part of their induction. A copy of the summary document will also be placed on staff notice boards.

References

Ref No:	Source
1	
2	

List of Associated Policies

- Transitioning at Work Policy
- Maternity and Paternity Leave
- Other Exceptional Leave Policy
- Bereavement and Compassionate Leave Policy
- Bullying and Harassment Policy
- Grievance Policy
- Recruitment Policy
- Recruitment and Selection Guidelines

Appendices

Appendix A Summary of Inclusion and Belonging Policy

Appendix A

Summary of Inclusion and Belonging Policy

St Luke's recognises that discrimination is both unlawful and unacceptable. We are committed to being an equal opportunities employer and to building equality, diversity, inclusion and belonging into everything we do. St Luke's will ensure that all employees are treated fairly, with dignity and respect, irrespective of their characteristics or backgrounds. We wish to promote a culture where employees are able to seek, obtain and hold employment without discrimination, harassment and infringement of their human rights.

What is Equality?

Equality is about treating everyone fairly to ensure that everyone can access the workplace in a way that maximises their potential.

What is Diversity?

Diversity is simply acknowledging, recognising, and respecting that there are differences between individuals.

What is Inclusion?

Inclusion is much wider. It fosters four key points. A sense of belonging, feeling respected, valued for who you are and removes barriers. By living St Luke's values at work, you are adopting an inclusive attitude to your work.

What are the protected characteristics?

There are nine protected characteristics contained within the Equality Act 2010. These are age, disability, gender reassignment, sex and gender, sexual orientation, marriage and civil partnership, pregnancy and maternity, race and religion or belief.

What are the three types of discrimination?

Direct: This is when someone, or a group of people is intentionally treated less favourably because of a protected characteristic that they hold.

Indirect: This form of discrimination takes place when a requirement or condition of employment, promotion or aspect of service delivery is applied equally and appears to be fair but can be shown to have an adverse impact on an individual or group by placing them at a disadvantage, and the reasons for this cannot be justified.

Victimisation: This form of discrimination takes place when a person receives less favourable treatment because they have made a complaint, or it is suspected that they have made a complaint, or if they have and are going to provide evidence about an act of discrimination.

Our collective responsibilities

All our people have a responsibility to carry out their duties and behave at all times in accordance with the principles of this policy. Our people must not
Employees should be aware that discrimination on the grounds of any of the protected characteristics is illegal and could result in legal proceedings against St Luke's. Employers have a duty to report any discrimination or suspected

discrimination occurring within St Luke's whether by colleagues, service users, visitors or contractors. Our people can seek advice on any aspect of this policy from their line manager or the People Services department.

St Luke's will not tolerate any form of discrimination or harassment and will investigate all discrimination complaints. St Luke's will ensure that all complaints are treated sensitively, and investigated confidentially, thoroughly and in a timely manner. All employees who have been discriminated against can expect action to be taken on their behalf and support to be received from St Luke's.