

Equality and Diversity Policy

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1 Introduction

1.1 Policy statement

Urban Village Medical Practice values the rich diversity, skills and abilities that people from differing backgrounds and experiences bring to the workplace. Implementing and abiding by a policy that provides for diversity and equal opportunities and deters unlawful discrimination is therefore important to this organisation.

Every person working for, or on behalf of, this organisation plays a vital role in implementing its aim to create an inclusive working environment, taking into account the needs of all patients, visitors and service users, where diversity is welcomed and there is no fear of discrimination.

The purpose of this policy is to set out the aims of the organisation to create an inclusive working environment, where access to work is based on fair and objective criteria, and where there is zero tolerance of unlawful discrimination in respect of our workforce, patients, visitors and others involved in providing or receiving our services. We aim to implement clear processes in terms of how the organisation supports and works towards its aims.

The organisation also aims to be clear about how it will deal with actions that adversely impact on its stated aims.

1.2 Status

Urban Village Medical Practice aims to design and implement policies and procedures that meet the diverse needs of our service, its patients and users, and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact this policy might have with regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of a contract of employment.

1.3 Training and support

Urban Village Medical Practice will provide guidance and support to help those to whom it applies to understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

2 Scope

2.1 Who it applies to

This document applies to all employees of Urban Village Medical Practice, partners and other individuals performing functions in relation to the organisation, such as agency workers, locums and contractors.

This policy recognises that the diversity that exists across the organisation's patient groups should be reflected in the way the organisation operates in terms of diversity within its employees. Also, the fair and objective treatment of others should be part of the way the organisation does things.

The organisation will ensure that its working practices demonstrate its commitment to fairness and equity, equality of opportunity and that it is free from any bias that is founded in unlawful discrimination including how such aspects as the following are addressed:

- Recruitment and selection
- Learning and development opportunities
- Promotion opportunities
- Pay
- Benefits and terms of employment
- Redundancy and dismissal
- Disciplinary and grievance matters

2.2 Why and how it applies to them

Everyone, meaning staff, contractors, visitors and service users, is required to assist the organisation to meet its commitment to provide equal opportunities and avoid unlawful discrimination in employment and in the provision of its services.

Any individual can be held personally liable as well as, or instead of, the organisation, for any act of unlawful discrimination and those who commit serious acts of harassment may be guilty of a criminal offence.

All staff are to ensure that access to care is equitable for all.

As this is pan staff and users, the following groups should follow different pathways:

a. Staff

- For staff, any act of discrimination, harassment, prejudice, bullying or victimisation against employees, patients or others with whom the organisation has contact are disciplinary offences and will be dealt with under the organisation's disciplinary procedure
- Patients and visitors are to be protected from prejudice, discrimination, harassment or violence on the grounds of the protected characteristics

- It should be noted that any conduct of this type will often be gross misconduct which can lead to dismissal without notice and as detailed within the [Disciplinary Policy and Procedure](#)
- b. Service users, including patients and visitors
 - For patients and visitors, any act of discrimination, harassment, prejudice, bullying or victimisation against employees, patients or others with whom the organisation has contact will be managed in accordance with the [Dealing with Unreasonable, Violent and Abusive Patients Policy](#).

3 Definition of terms

3.1 Protected characteristics

These are the nine characteristics protected under the Equality Act 2010:

- Age
- Disability
- Gender reassignment (including trans and non-binary status)
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, ethnic or national origins)
- Religion or belief
- Sex (including gender)
- Sexual orientation

3.2 THE DISCRIMINATION ACT FOR LGBTQ+ EMPLOYEES

In specific relation to LGBTQ, the Equality Act 2010 maintains that sexual orientation discrimination is illegal. This applies when someone is treated differently (usually negatively) due to their sexual orientation. This could be a one-off incident or be an ongoing set of incidents, which may be deliberate or unintentional.

The Equality Act 2010 maintains therefore that an individual cannot be discriminated against because:

- They are heterosexual, gay, lesbian or bisexual.
- Someone thinks that an individual has a particular sexual orientation (discrimination by perception).
- They are connected to someone who has a particular sexual orientation (discrimination by association).

In the Equality Act, sexual orientation includes how an individual chooses to express their sexual orientation, for example by their appearance or the places that they choose to visit.

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There are four main kinds of sexual orientation discrimination that may take place:

- **Direct discrimination** – Where an individual is treated worse than another person because of their sexual orientation.
- **Indirect discrimination** – Where a policy or decision puts someone at a disadvantage because of their sexual orientation.
- **Harassment** – Where an individual is treated in a way that makes them feel humiliated, offended or degraded.
- **Victimisation** – Where an individual is treated badly because they have made a complaint of sexual orientation discrimination under the Equality Act 2010.

Language and terminology is vast and it would be impossible to cover all terms here. However, some of the most commonly used terms in respect of LGBTQ+ are outlined in the table below:

Key Term	Definition
Cisgender	An individual whose gender identity is the same as it was at birth.
Coming out	When an individual first tells one or more people about their sexual orientation and/or their gender identity.
Deadnaming	Calling someone by their birth name after they have changed their name such as when someone transitions to the opposite sex.
Gender	An expression of masculinity or femininity; gender is assumed from the sex of an individual, i.e. that men will be masculine and that women will be feminine.
Gender Identity	An individual's sense of their own gender, whether masculine or feminine (or something else) which may or may not correspond to their sex assignment at birth.
Homophobia	The fear or dislike of someone who is homosexual based on negative attitudes or beliefs about this group.
Intersex	A term that describes an individual who may have the biological attributes of both sexes or whose biological attributes do not fit with society's expectations about what is male or female.
Non-binary	An umbrella term for individuals whose gender identity does not sit with being a 'man' or a 'woman'.
Pansexual	An individual whose romantic and/or sexual attraction towards others is not limited by sex or gender.
Sexual Orientation	An individual's sexual attraction (or lack thereof) to other people.

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Transphobia	The fear or dislike of someone who is transsexual based on negative attitudes or beliefs about this group.
Transvestite	An individual who dresses as the opposite gender.

3.3 Direct discrimination

Where a person is treated less favourably because of a protected characteristic (as listed above)

3.4 Indirect discrimination

Where the employer or, for example, in its role as a service provider, applies a practice, requirement or condition which applies equally to all individuals but which puts someone with a protected characteristic at an unfair disadvantage, unless this can be justified

3.5 Harassment

Unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them

3.6 Victimisation

Treating someone unfairly because they have made a complaint about discrimination or harassment

4 Guidance

4.1 The law

The key legislation that the organisation's policy relates to is the Equality Act 2010.

It is unlawful to discriminate directly or indirectly in recruitment or employment, or in the provision of public services, because of age, disability, sex, gender reassignment (including trans, gender fluid, third gender, gender non-conforming and non-binary), pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief (which includes ethical veganism as a philosophical belief) or because someone is married or in a civil partnership. These are known as protected characteristics.

It can also be unlawful to discriminate unfairly on the grounds of being a fixed term or part-time worker, trade union membership and activity or non-membership, political belief and in relation to criminal convictions.

Discrimination after employment can also be unlawful, e.g., refusing to give a reference for a reason related to one of the protected characteristics.

It is generally unlawful to discriminate directly or indirectly, harass or victimise an employee or member of the public based on any of the protected characteristics in relation to their employment or the provision of services or goods. It is unlawful to fail to make reasonable adjustments to overcome barriers to work or in using services caused by disability.

4.2 Dealing with discrimination

Acts of discrimination (direct or indirect), whether intentional or unintentional, undermine the organisation's aim of creating an inclusive working environment. Therefore, the organisation will take steps to promote diversity and educate everyone to ensure that its work activities and environment do not foster any unfair bias or discrimination. The organisation will also ensure that its processes and procedures are free from unfair bias and that it will act promptly to deal positively with acts that are discriminatory.

The organisation will not tolerate any form of bullying, harassment, victimisation or other behaviour that is founded in discrimination, in line with its bullying, harassment and victimisation policy.

The organisation will fully investigate any complaint of discrimination, harassment, victimisation or bullying or any situation that comes to its attention where there is a concern that discrimination lies within it. The organisation will ensure that the matter is properly dealt through its formal procedures. Any such proven behaviour that amounts to an act of discrimination, directly or indirectly, on the part of an employee will lead to disciplinary action being taken and may result in dismissal for gross misconduct. Any person working as a contractor within the organisation who commits such an act will have their contract for services terminated.

If an employee believes they have been subjected to any form of discrimination or harassment, victimisation or bullying that is founded in discrimination, they should advise their line manager or another senior manager and discuss the matter with them. Their role is to help the employee and to determine an appropriate means of dealing with the issue, which may include making a complaint through the organisation's grievance procedure.

Where the organisation becomes aware of any indication of the existence of discrimination (or its potential existence), it will act promptly and robustly to establish the true nature of the situation and take appropriate action in line with its commitment to this policy.

4.3 Equality in recruitment and selection

The recruitment and selection process is crucially important to the organisation's equality and diversity policy. The organisation will endeavour, through appropriate

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training, to ensure that employees making selection and recruitment decisions do not discriminate, whether consciously or unconsciously, in making these decisions.

- Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy
- Job descriptions, where used, will be revised to ensure that they are in line with the organisation's equal opportunities policy. Job requirements will be reflected accurately in any person specifications
- The organisation will adopt a consistent, non-discriminatory approach to the advertising of vacancies
- The organisation will not confine its recruitment to areas or media sources which provide only, or mainly, applicants of a particular group
- All applicants who apply for jobs with the organisation will receive fair treatment and will be considered solely on their ability to do the job
- All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate
- Shortlisting and interviewing will be carried out by more than one person where possible
- Interview questions will be related to the requirements of the job and will not be of a discriminatory nature
- Applicants will not be asked about protected characteristics or whether they are married, single or in a civil partnership, or if they have, or plan to have, children
- Applicants will not ordinarily be asked about health or disability unless there are necessary requirements of the job that cannot be met with reasonable adjustments, or the organisation is finding out if an applicant needs help to take part in a selection test or interview
- The organisation will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job
- Selection decisions will not be influenced by any perceived prejudices of other staff

4.4 Monitoring

The handling of personal data is controlled by the UK General Data Protection Regulation (UK GDPR) and associated legislation. UK GDPR requires the organisation to comply with a number of principles regarding privacy and disclosure when handling equality data (i.e., 'special categories of data'), including ensuring

such data is processed, stored and used for limited purposes and always in accordance with Article 9 of the UK GDPR.

The UK GDPR includes measures to ensure that information is processed fairly and seeks to protect individuals' rights to confidentiality.

Documents including such data will be processed in accordance with the UK GDPR and data protection legislation and individuals have, on written request, the right of access to personal data held about them.

The organisation will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:

- The collection and classification of information regarding certain protected characteristics, e.g., race, ethnic/national origin, sex, etc. of all applicants and current employees
- The examination of this information with regard to the distribution of employees and the success rate of the applicants
- Recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

4.5 Educating and promoting equality and diversity

Urban Village Medical Practice will ensure that staff understand how to positively promote diversity and equality in their execution of work activities and by their own attitudes and behaviour.

Urban Village Medical Practice provides regular and up to date equality, diversity, and inclusion training. Employees should discuss this subject with their line manager should they feel they have not received this training.

Everyone must be aware that their actions influence others and therefore being positive about diversity and equality will have a positive influence in the workplace and the wider community that the organisation serves.

Promotion of diversity and equality will be a key consideration as policies, procedures, protocols and processes are developed, implemented, monitored and reviewed. This will ensure that they are free from any unfair discriminatory bias, particularly in the approach to employment (including such areas as recruitment and selection, promotion, pay, benefits and terms of employment, performance review and training and development, redundancy and dismissal, and disciplinary and grievance matters).

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It is essential that decisions about all aspects of employment are based on objective criteria and that reasonable adjustments are made to the way the organisation works that encourage, accommodate and facilitate diversity within the organisation.

5 Summary

Every employee, contractor or visitor is entitled to attend an environment that promotes dignity, equality and respect for all.

Whilst at the organisation, the Partners at Urban Village Medical Practice will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed against any person because of any protected characteristic.