

## **Equal Opportunities and Diversity Policy**

*The Equality Act 2010 makes it unlawful to discriminate against anyone on the grounds of nine protected characteristics ; race, sex, marriage or civil partnership status, pregnancy and maternity, sexual orientation, gender assignment, disability, religion or belief and age.*

**Diversity:** *aims to recognise, respect and value people's differences.*

**Birmingham Salvation Army Child Contact Centre** states its intention to work for the furtherance of equal treatment in volunteering, service provision, and advisory board structure.

The aim of our policy is to ensure that no-one receives less favourable treatment or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

1. We recognise that Child Contact Centres exist within a multi-cultural, multi-faith society and we work proactively to reflect this policy.
2. We value and respect all families and volunteers using the Child Contact Centre.
3. We will aim to ensure that our service provision is appropriate, relevant and accessible to all groups of people represented in the community.
4. We will ensure that no advisory board member, volunteer or any of the families experiences unfair or unlawful discrimination.
5. Within the limits of the accommodation provided, no client with physical disabilities will be denied a place at the Child Contact Centre as all rooms have suitable access.
6. Volunteering opportunities are open to all, within the context of our local community. Although some of our volunteers are recruited from the Salvation Army church others come from surrounding communities. All volunteers have to follow the same recruitment process. That is, they must complete an application form, supply two referees, abide by NACCC's National Standards for Child Contact Centres, provide Disclosure and Barring Service at enhanced level, and undergo an induction and training programme.
7. Volunteers will exercise thoughtfulness and care to avoid stereotyping individuals and groups.
8. Any racist or other offensive remarks or behaviour will not be tolerated and always challenged.
9. Volunteers who feel they may have been discriminated against should inform the Co-ordinator, he will pro-actively investigate and attempt to resolve any concern raised, if necessary the Child Contact Centre's complaints procedure should be used.
10. We will ensure that all Child Contact Centre users and referrers are aware that we have an equal opportunities and diversity policy which can be seen on our website and at the Centre.
11. This policy will be reviewed and updated regularly to keep it up to date and relevant.

**Graham Andrews** (Coordinator) 2018