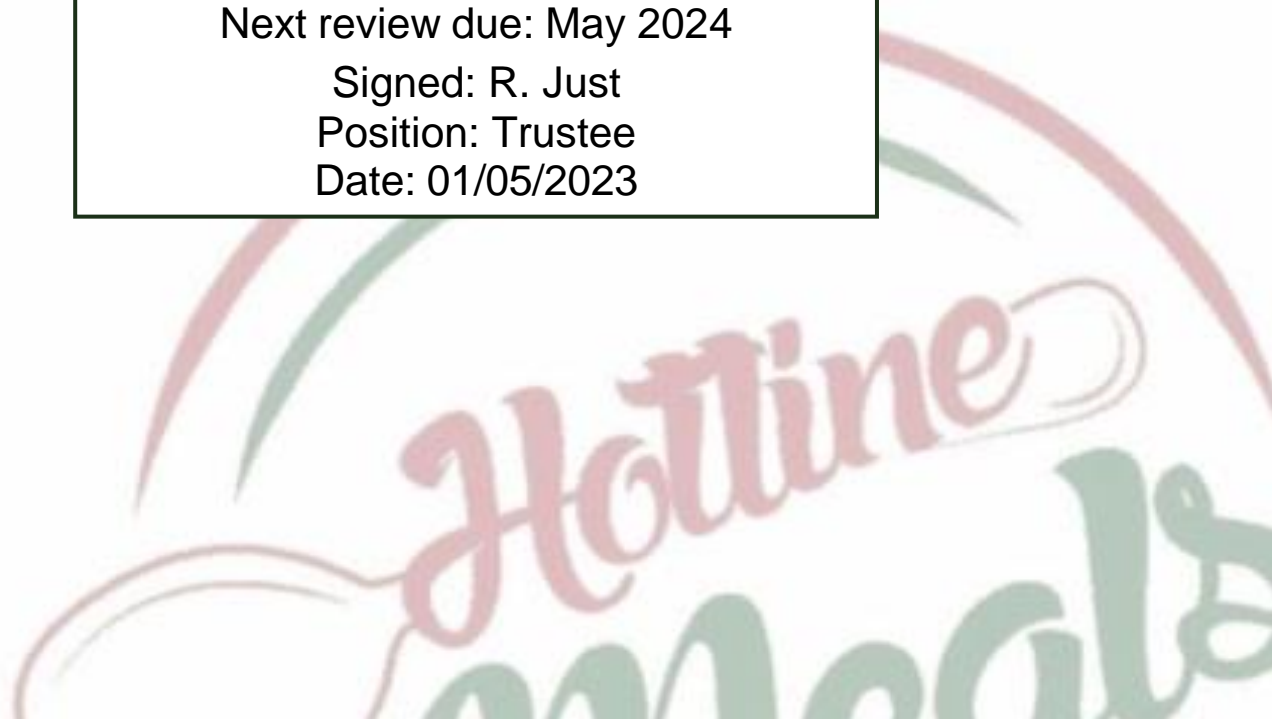


# HOT LINE MEALS SERVICE (LONDON)

## Equality and Diversity Policy

Reviewed on: May 2023  
Next review due: May 2024  
Signed: R. Just  
Position: Trustee  
Date: 01/05/2023



# Equality and Diversity Policy

## Policy Statement

Hotline Meals Service aim to provide a welcoming environment in which all volunteers and employees are treated equally with respect and without prejudice. Every individual is valued and offered equal opportunity to progress and realize their full potential.

Hotline Meals Service will ensure that all actual or prospective volunteers and employees are treated equally, regardless of: age, disability, family origins, marital status, race, colour, ethnicity, nationality, religion or belief, gender, sexual orientation, trade union activity, and any other relevant criteria.

## Key principles

Hotline Meals Service believe that all forms of prejudice and discrimination are unacceptable. In recognition of the fact that they can take a variety of forms, depending on the group against whom they are directed, in accordance with the Equalities Act 2010, Hotline Meals Service has developed policies to ensure equality of opportunity and no discrimination on the grounds of the following protected characteristics:

- Age
- Disability
- Gender
- Race
- Religion or Belief
- Sexual Orientation
- Gender Reassignment
- Pregnancy and Maternity
- Marriage and Civil Partnership

Hotline Meals Service will challenge inequality, prejudice and discrimination.

Hotline Meals Service will seek to advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.

Hotline Meals Service embraces diversity in all its aspects, and aims to reflect this in the workforce, management and volunteer population in the community it serves.

Hotline Meals Service will treat all employees, volunteers and young people with respect and dignity, and seek to provide a working and learning environment free from harassment, discrimination and victimisation. Hotline Meals Service will not tolerate any form of discriminatory behaviour against its young people, employees or volunteers from other young people, employees, volunteers, or members of the public and will take a zero

tolerance approach to bullying and harassment in all its forms. Prompt and considerate action will be taken to investigate incidents of bullying and harassment.

In seeking to achieve a balanced workforce and volunteer population at all levels, Hotline Meals Service will ensure that no employee, learner, job applicant or candidate for promotion will be disadvantaged, or treated less favourably because of conditions or requirements that are not related to the job. Reasonable adjustments will be made to arrangements and premises to ensure equal access for people with disabilities.

Hotline Meals Service will ensure that equality issues are embedded into all its policies and procedures in order to ensure that all staff, volunteers, prospective staff and volunteers are treated with equality and fairness. Performance management at all stages of employment and volunteering will be based solely on objective key performance criteria.

## Positive action

Young People Matter will act positively in using the Equality and Diversity Policy as a means of making public its commitment to provide equal opportunities to all present and future employees, trustees and volunteers.

Young People Matter encourages all employees to apply for suitable opportunities and to seek training for promotion or in particular skills.

The Equality and Diversity Policy forms part of the Staff Handbook and Contract of Employment. Training in Equality and Diversity is provided as part of the Induction Programme.

Any form of discrimination by an employee, trustee, service users or volunteer is treated very seriously and where appropriate will be dealt with using the Disciplinary Procedure.

## Inclusion

Hotline Meals Service will provide its services equally for individuals who have any form of Inflammatory Bowel Disease in addition to any other special needs. As worthy individuals, they are no less deserving and HMS will try to assist them as far as their means allow them to.

According to the patient's needs, appropriate help will be given, or sought. We tend to follow a 5-stage model of assessment provision as set out in Binoh's Code of Practice.

Child development is examined in four areas.

- Physical
- Social
- Communication
- Cognitive

Checklists are kept to record the progress.

Staff should always treat a child as an individual and ensure that the child is considered first and disability second.

It is our policy to include every child in every service we provide, and in cases where this is not possible, we provide an appropriate alternative.

## Training

All staff and volunteers will be made aware of training opportunities and encouraged to take them up. All reasonable facilities will be offered to staff and volunteers to take study leave. Requests for training and study leave should be made to the Manager. Equal opportunities training for all staff will be encouraged.

Staff will be asked to familiarize themselves with the Equality & Diversity Policy. Where appropriate, they will be encouraged to take up training in Equality and Diversity.

## Monitoring

The Chair, Trustees and Director have responsibility for Equality and Diversity and to ensure there is no discrimination at all levels. The Director will keep abreast of any legal changes to ensure compliance and will regularly review processes and procedures, usually annually.

The manager implements Equality and Diversity policy on a day-to-day basis, and ensures that all of the staff is aware of the policy and how it applies to them.

The manager reports annually to the Director on matters relating to discrimination and will also maintain contact as and when specific issues arise.

## Positive action

Hotline Meals Service undertake to follow positive action measures allowed by law to rectify disadvantages in employment and volunteering revealed by monitoring.

In particular, they aim to promote equality as detailed in Hotline Meals Service's Equality

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## Objectives

### Raising concerns

If an employee or volunteer believes they have not been treated fairly within the scope of this policy they may raise the matter through The London Reading Complaints Procedures.

## Publicising the policy

Hotline Meals Service encourage a positive attitude towards equality and diversity and to foster a commitment to anti-discriminatory practise at all levels within the organization and within groups with which we work.

Hotline Meals Service's commitment to equal opportunities and the Equality and Diversity policy will be communicated to employees, volunteers and the public through:

- Employee and volunteer induction programmes
- Copies available throughout Hotline Meals Service, and upon request

## Review

This policy will be reviewed on a regular basis in accordance with legislative developments and the need for good practice.