



COMMUNITY OF REFUGEES FROM VIETNAM East London

Old Poplar Library – 45 Unit 3 Gillender Street – London E14 6RN
Tel 0207 538 4986- Email crveastlondon@aol.com

Equality and Diversity Policy

1.0 Statement of intent

CRV East London declares its intention not to discriminate against anyone because of age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or having a child, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation, caring responsibilities, or trade union activity. CRV East London declares that it will take positive steps to promote equality in the following areas of:

- Management.
- Recruitment and employment practices.
- Recruitment and use of volunteers.
- Service provision.

To ensure that the Equality and Diversity Policy is implemented CRV East London has established the following:

- CRV East London will monitor and review the implementation of this policy.
- All volunteers and staff will be given the opportunity for relevant training.
- It is the responsibility of the Board of Trustees to support and communicate the Equality and Diversity Policy.
- All employees must accept their personal responsibility to comply with the policy.
- All employees involved in the recruitment of new employees will be provided with training to ensure that they understand the policy and any relevant legal requirements.
- CRV East London will take appropriate disciplinary action towards any volunteer or employee who fails to follow the Equality and Diversity Policy.

2.0 Service Delivery

CRV East London will take the following measures to ensure the service provision meets the requirements set out in the statement of intent:

- Display the statement of intent in the reception area, meeting room, offices and therapy room.



- Display a conduct statement in public areas. All volunteers and staff will be made aware of the conduct statement and will inform their Co-ordinator of any breach of the statement.
- It will be the responsibility of the Chair of the Board of Trustees to make a decision on the withdrawal of service. The person involved will be advised of the reason for the withdrawal of service and their right to make a complaint under the complaints policy.
- Publicise the service to the community that it serves. Publicity will be sent to: GP surgeries; libraries; the local and health authority, for inclusion on its web site; hospitals; other appropriate agencies.
- Carry out user satisfaction surveys at regular intervals, analyse the results and take any appropriate action as indicated.
- Provide interpreting services for Service users where necessary.
- Strive to obtain and provide literature in community languages, large print, Braille and on tape where available.
- Provide home, hospital or community visits where appropriate and Service users are unable to travel to the CRV East London Centre.
- Review the accessibility of the CRV East London Centre at regular intervals.
- Display the CRV East London complaints procedure and encourage Service users to comment on the services.
- Include information on the complaints policy Equality and Diversity Policy Statement of intent in CRV East London's homecare handbook.
- Monitor the take up of service on a regular basis. Service user profiles are recorded and include: gender, age, ethnic origin and the cared for condition and postcode. Information gathered will include sexual orientation. Statistics are recorded on: the type of enquiry; service used; how Service users present (telephone, appointment, drop-in). Maintain a directory of referral agencies and their access details at the CRV East London Centre .

3.0 Recruitment & Selection Procedure

3.1 *Recruitment of New Employees*

- When a post falls vacant or a new post is to be advertised, a meeting will be arranged between the Co-ordinator and Chairman to review the job description & person specification and to design the job advertisement. Where the vacant post is that of the Chairman and the full Board of Trustees, will complete these tasks.
- The meeting will also agree the panel for short-listing and interview. The panel will consist of a Trustee, the Co-ordinator and an external person from a field relevant to the post. In total the panel will consist of between 3 and 5 people.

3.2 *Advertising Job Vacancies*

- Once the wording for the advert has been agreed it will appear in the relevant media with regard to Equality and Diversity considerations.

3.3 *Information form and Application Pack*

The information to be sent to all respondents will include the following:

- Covering Letter.



- Job Description and terms & conditions.
- Person Specification.
- Guide to completing the application form.
- Application form.
- Monitoring form.
- Equality and Diversity Statement of Intent.
- Travel/parking details for the CRV East London centre.
- CRV East London centre Leaflet.

3.4 *Shortlisting*

- The shortlisting panel will elect a Chair and ensure that all members are familiar with the process to be followed.
- Without discussion the panel will consider the application forms in relation to the person specification. The applicant should demonstrate that they meet all the essential requirements and each panel member will indicate this on the shortlisting form. Applications will then be marked yes, no or possible.
- All applicants marked yes by all panel members will be selected for interview, all applicants marked no by all panel members will be rejected and the panel will discuss the remainder. The final shortlist will then be agreed.
- The panel will agree the format for the interviews and how each area of the person specification is to be assessed e.g. presentation, typing test, language skills. The successful applicants will be written to informing them of the time and format of the interview including the names of the panel members. The applicant will be asked if they require any reasonable adjustments to be made to the interview.

3.5 *The Interview Process*

- The panel members will have a pre-meeting and agree the format for the day, who will ask which question and in what order. This will remain the same for each candidate. Candidates will be asked easier questions first to give them the opportunity to warm up. Supplementary questions can be asked to clarify information. These must be open not leading questions i.e. could you tell us how you achieved that, **not** did you mean...? The panel will take notes against the questions on the interview sheet.
- All candidates will be given the opportunity to ask questions at the end of the interview. The candidate will be informed of when they can expect to hear the outcome of the interview and reminded they are entitled to claim travel expenses.

3.6 *Selection*

- Before a final decision is made the panel will hear from any external assessor or consider any tests that were used to assist in the selection process. The panel will then in order of interview discuss each candidate's strengths and weaknesses against the person specification.
- A decision will be made to appoint or re-advertise. If the panel decide to re-advertise the post previous candidates can reapply. Unsuccessful candidates will be offered the opportunity to receive feedback.
- The successful candidate will be contacted to see if they wish to accept the offer and if so will be sent a letter informing them they have been successful



subject to references. All other candidates will be informed of the outcome. References will be taken up on the successful candidate and on receipt of satisfactory references will be sent a letter confirming their appointment.

- If the successful candidate decides they do not wish to take up the post or the references are unsatisfactory the panel will consider whether to offer the post, subject to references, to any second place candidate or to re-advertise.
- Any training and support required for the new employee will then be planned.
- If the panel decide to re-advertise they will consider the process, including the advertisement, wording and where it was advertised, making recommendations on any amendments necessary and the post will be re-advertised.

4.0 Conditions of Service

The conditions of service are set out separately. The CRV East London Centre operates an induction procedure and appraisal system.

5.0 Volunteers

The CRV East London Centre's recruitment procedure encompasses the organisations statement of intent. The recruitment procedure is reviewed by the Board of Trustees to ensure the policy is effective and updated.

Potential volunteers will be given a copy of the statement of intent with the volunteer application form and the volunteer interview will include a question about the applicants understanding and commitment to this area. The applicant will be asked to complete a monitoring form which will identify their ethnic origin, gender and if they consider themselves to have a disability. Volunteer recruitment will be monitored by the CRV East London Centre to ensure that applicants are representative of the community.

Training will be given to volunteers to help ensure they achieve their potential.

All staff will be given a copy of this policy and their Co ordinator will ensure they understand the contents and how it is implemented.

6.0 Management

Recruitment notices for Board members and notice of the Annual General Meeting will be sent to local libraries, voluntary organisations, local press and advertised in the CRV East London Centre and in the CRV East London newsletter . Trustees will be required to sign a declaration that they agree with the aims set out in the statement of intent.

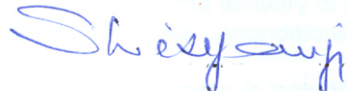
New Trustees will receive training on this policy as part of their induction process.

7.0 Monitoring and Reviewing the Equal Opportunities Policy

The policy identifies who is responsible for the implementation and monitoring of the policy in particular areas. Where not stated, it is the responsibility of Co ordinator in consultation with the board of trustees . The policy and its implementation will be monitored and reviewed annually by the board of trustees. Where necessary the Trustees will appoint a working group, consisting of management, staff and volunteers to deal with any issues.



Checklist signed:



Dated: 1/09/2018

Chairman : Mr Jack Shieh – OBE

Next review date: 01/09/2019

