



Little Hiccups is committed to meeting the needs and aspirations of service users and communities in a fair, respectful, and proportionate manner. Our approach to diversity and equality is to promote inclusiveness by recognising that anyone, can make a positive difference in the achievement of the organisation's vision and in the wider society.

The policy is linked to our vision, values and business plans. Strategies and action plans will be used to realise and deliver our policy aims. This is our framework of continuous improvement and learning.

This policy should be read in conjunction with Little Hiccups Discrimination Policy.

## Our Approach

- 1.1 The policy applies to everyone the organisation serves, who works for it, applies for work or who provides services to it. Diversity and equality are integral to all aspects of our work.
- 1.2 We will comply with best practice from legal, regulatory and inspection requirements. Codes of Practice and other guidance will be used appropriately to ensure progress on diversity.
- 1.3 Little Hiccups will not discriminate against, bully or victimise any person or organisation on grounds of, race, ethnic origin, nationality, religion or belief, gender, marital status, sexual orientation, disability, age, class, appearance, responsibility for dependants or any other protected characteristics under the 2010 Equality Act or any other matter which causes a person to be treated with injustice.

## Principles

- 2.1 To demonstrate our commitment to diversity and equality, working to eliminating all forms of discrimination whether covered in law or not.
- 2.2 To raise awareness, recognise and celebrate our successes, forming a platform for continuous learning and improvement.



- 2.3 To have a greater and deeper understanding of our service users, enabling them to influence services. Little Hiccups will keep a comprehensive database to ensure that we provide appropriate professional services are being responsive to the individual characteristics and circumstances of service users.
- 2.4 To have a proportionate number of outcomes and goals for the size of the organisation to ensure all stated outcomes are delivered without exception.
- 2.5 To listen to volunteers and service users through a range of mechanisms to assess satisfaction levels across various groups to ensure parity of outcomes.
- 2.6 To have Directors/Trustees and volunteers that reflect the makeup of the communities we serve.
- 2.7 To work in inclusive ways in developing an organisational culture that proactively promotes diversity and equality.
- 2.8 To ensure Directors/Trustees and volunteers are supported and trained in knowledge and skills to deliver our policy on diversity and equality.

### **Roles and Responsibilities**

- 3.1 Anyone representing Little Hiccups has to abide by all policies and procedures of the organisation. This ranges from Directors/Trustees, contractors, volunteers and consultants. This list is not exhaustive.
- 3.2 The Director's leadership role will ensure the policy is successful. Volunteers will have professional, individual and collective responsibility to implement the policy. Contractors, consultants and partner organisations are required to demonstrate their commitment and action to share our policy objectives on diversity.

### **Implementation, Monitoring, Review and Evaluation**

- 4.1 Directors/Trustees and volunteer appraisals will be linked to this policy and the performance management system in the organisation.
- 4.2 The Directors/Trustees will monitor progress on this policy, providing a focus internally for contractors, volunteers and externally for service users.
- 4.3 Annual reviews will build on previous performance. The overall impact of the policy will be evaluated at the end of the 3 year cycle to make further continuous improvements.

### **Procedure for Dealing with Breaches of this Policy**

Any breach of this policy, intended or accidental, is not acceptable. Infringements of this policy will be dealt with seriously as disciplinary matter under Little Hiccups' normal disciplinary procedures and may involve either informal or formal action depending on the seriousness of the case.

### **Equality and Diversity**

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person



or other organisation with particular reference to the protected characteristics

### **Monitoring and Review**

The Directors/Trustees will regularly review the operation of this policy.

Policy agreed by Trustees on:

Signed by Chairperson:

To be reviewed:



Little Hiccups is committed to equal opportunities. It is an integral part of our work and of our overall growth and development. Therefore, before any action is taken, it must be measured against this policy and the equal opportunities implications.

### **Service Users Policy**

- Positive steps should be taken to encourage as wide a membership as possible
- Structures and conditions of membership should be kept to a minimum to make the organisation accessible to minority and grass root groups
- Positive action should be taken to reach out to minority or disadvantaged groups to let them know we want to work with them
- All meetings and training sessions must be held in accessible buildings
- When required, papers for meetings should be available on tape or in Braille for people with visual handicap
- Non-Sexist language and titles should be used.

### **Board of Directors/Trustees**

- Steps should be taken to ensure a wide mix of people on the Board of Directors/Trustees
- People from ethnic minority groups should be encouraged to stand on the Board of Directors/Trustees
- People with disabilities should be encouraged to stand on the Board of Directors/Trustees
- Meetings must always be held in rooms that are accessible to people with a wide range of disabilities
- When required, all meeting papers should be available on tape or in Braille
- Timing of meetings should not exclude certain groups of people from being able to participate
- Obvious gaps in membership should be filled if at all possible by co-option

### **Volunteers**

Little Hiccups recognises that everyone has the right to be a volunteer but not necessarily the right to do every sort of voluntary work.

- Volunteers working directly for Little Hiccups should be given a role description and know to whom they are responsible
- Volunteers should have the right to receive training if required
- Volunteers are not members of staff and should not regard themselves as such
- They should not be given tasks that the staff members do not like doing
- They should not be expected to volunteer outside the hours they have agreed
- Volunteers should never be out of pocket because of their voluntary work and all agreed expenses should be refunded swiftly
- Volunteers should never be used to replace paid staff
- Volunteers must be protected by insurance.

### **Equal Opportunities Monitoring Form**

So that we can establish whether we are attracting volunteers from as wide a section of the population as possible we would appreciate your co-operation in completing this form. An example of the form can be found as Appendix 2.



## Equality Act 2010

The Act brought together into one piece of legislation and replaced all previous discrimination legislation. It provides that a person shall not be discriminated against, i.e. treated less favourably, on grounds of nine protected characteristics These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.



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You are invited to tick the relevant boxes below to enable Little Hiccups to monitor its Equal Opportunity policy. Monitoring is recommended by the codes of practice for the elimination of racial discrimination and for the elimination of discrimination on the grounds of sex, marital status and disability. This information is used for no other purpose and will be treated as confidential.

Surname: \_\_\_\_\_ Forenames: \_\_\_\_\_

Post Applied for: \_\_\_\_\_

Male

Female

#### Ethnic Group

White

Black-Caribbean

Black-African

Black – Other  (please specify) \_\_\_\_\_

Indian

Pakistani

Bangladeshi

Chinese

Other  (please specify) \_\_\_\_\_

Are you disabled?

Yes

No

Day-to-day activity affected \_\_\_\_\_

(please specify)

#### Mobility

Manual dexterity

Physical co-ordination

Continence

Ability to lift/carry/move everyday objects

Speech/hearing/eyesight

Memory/ability to concentrate, learn or understand

Perception of the risk of physical danger



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