CARDIFF
CAERDYDD

Western Learning Federation

Riverbank School

EQUALITY & DIVERSITY AWARENESS HANDBOOK

Riverbank
SCHOOL
Learning together to be the best we can

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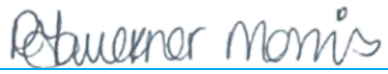
This policy will be reviewed bi-annually unless change of circumstances or legislation requires it to be amended earlier.

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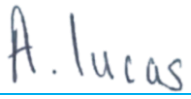
Chair of Governors

SIGNED  **DATE** 01.10.26

Executive Headteacher

SIGNED  **DATE** 01.10.26

Deputy Executive Headteacher

SIGNED  **DATE** 01.10.26

Head of School

The values and principles

The federation is underpinned by a set of values that define the culture of the three federated schools.

Our Principles

Honesty

Responsibility

Positivity

Trust

Empathy

Patience

Respect

Kindness

Our Values

- We celebrate our differences.
- We have a shared sense of belonging.
- We play, laugh, smile and celebrate success.
- We have a positive attitude.
- We learn from experiences to develop life and independent skills.
- We follow our dreams and aspirations.
- We care for our own and wider environment.
- We improve quality of life.

Definition

Values	One's judgement of what is important in school life.
Principles	Morally correct behaviour and attitudes.

Rights Respecting Schools

Every child has rights "without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status"

Western Learning Federation
Executive Headteacher - Mr Wayne Murphy
Deputy Executive Headteacher - Mrs Rachel Faulkner Morris
Tel: 029 2083 8560
E-mail: westernlearningfederation@cardiff.gov.uk

Riverbank School
Head of School - Mrs Amie Lucas
Tel: 0292 0563 860
E-mail address: riverbanksp@Cardiff.gov.uk

Tŷ Gwyn School
Head of School - Mr Jamie Brotherton
Tel: 0292 0838 560
E-mail address: tygwynsp@cardiff.gov.uk

Woodlands School
Head of School - Mrs Siân Thomas
Tel: 0292 0838 560
E-mail address: woodlandshighschool@cardiff.gov.uk

Riverbank SCHOOL
Learning together to be the best we can

Tŷ Gwyn SCHOOL
Learning to achieve

Woodlands SCHOOL
Learning for Living

Vincent Road, Cardiff, CF5 5AQ

Western Learning Federation
Together we learn, grow and achieve

@CardiffWestern @RiverbankSch @GwynSchool @WoodlandsHS

www.westernlearningfederation.co.uk

Equality and Diversity Awareness Handbook

If you have any suggestions, comments or queries about the content of this booklet please contact:

Equality Team
Tel: 029 20872536 / 20873262
Email: Equalityteam@cardiff.gov.uk

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Introduction

Cardiff is a multicultural and diverse city. As employees of the Council, we need to be aware of the different needs and cultures of the communities we serve. Cardiff Council believes in equality of opportunity and addressing discrimination and disadvantage. We deliver a huge range of services, which need to be accessible and inclusive. Our employees play a major role in achieving this.

As one of the City's largest employer, we are committed to building dignity and respect in our workplaces so all employees can make a full contribution, enjoy their work and achieve their potential. With this in mind, it is important that the Council provides every employee with information about their statutory equality and diversity duties.

About this Handbook

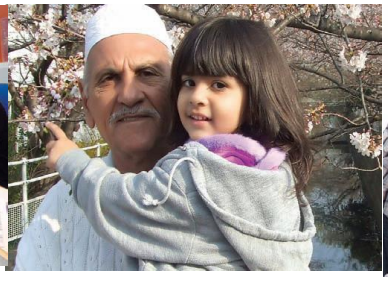
This handbook is a guide to Equality Awareness, which will support you to promote equality and Human Rights both as employees and as service providers.

- It explains your responsibilities as an employee to promote equality and value the views, choices and cultures of everyone in our communities and workplaces;

- It explains some of the terms you might hear when talking about Equality & Diversity and suggests areas of good practice to help you make our workplaces and services friendly, accessible and non-discriminatory;

- It provides information on current equality legislation and sets out some of the ways the Council is working to promote Equality.






Embedding Equality

We all have an important role to play in ensuring the Council carries out its commitment to equality and diversity to improve the lives of both the employees and the community of Cardiff.

"Tackling poverty and inequality will be at the heart of everything we do. We will hold a relentless focus on education and jobs, helping people to lift themselves out of poverty and giving all our citizens the chance to fulfil their potential" – Cardiff's Corporate Plan 2018-2021.

The Council's **Corporate Plan 2018-2021** can be found on the Council's intranet site or by clicking this link.

Cardiff Public Services Board recognises "There are serious challenges to overcome, foremost among these is inequality. The gap between rich and poor in the city is too wide, and it is growing. This poverty casts a long shadow over too many lives, it places pressure on public services and it breaks the bonds that help to create a strong society".

Cardiff's Public Services Board (PSB) has produced a 5 year Local Well-being Plan which can be found on the Council's intranet or by clicking this link.

The Council expects employees to demonstrate certain behaviours within the workplace, including promoting equality.

All employees are expected to demonstrate the **Council's Values** and **workplace behaviours** in all that they do.

The key documents relating to conduct, behaviours and values that we **ALL** need to be aware of are:

Local Government Code of Conduct for Wales

This document describes the conduct that is expected of all Local Government employees. Ten standards of behaviour are prioritised within the Code. Compliance with the Council's equality policies, procedures and behavioural expectations is one of these standards.

The Code states that "employees must comply with policies relating to Equality, in addition to the requirements of the law".

The Code of Conduct (available on the Council's intranet site), published under the Local Government Act 2000, forms part of your Contract of Employment - failure to comply with the Code may result in disciplinary action.

Cardiff Council's Core Values

It is essential we demonstrate the Core Values, as this is how we will go about achieving the priorities set out in our Corporate Plan.

The 3 core values apply to everyone, Councillors and employees alike are:

- **Open** - We are open and honest about the difficult choices we face, and allow people to have their say on what's important to them and their communities.

- **Fair** - We champion fairness, recognising that with less resource we need to prioritise services for those that need them most.

- **Together** - We work with our communities and partners across the city to deliver the best outcomes for the people of Cardiff.

Employee Equality Networks

Employee Networks provide a vital and valuable resource and support the Council to fulfil its duties under the Equality Act 2010 to promote equality, eliminate discrimination, harassment and victimisation and promote good relations between different groups. The Employee Networks are self-organised, independent groups run by volunteers with specific interests / expertise / experience in that particular area of equality.

The Employee Equality Network Guidance sets out the purpose of the Employee Networks and their value to the organisation. The Council currently has five Employee Networks that are open to all employees interested in supporting Employee Network activities. Please note that Network membership is not restricted to employees with a particular characteristic. The five Networks are:

BME Network (Black & Minority Ethnic)

The BME Network works to improve the visibility of Black & Minority Ethnic Employees and aims to take an active role in shaping the organisation, as well as organising events that link the wider BME communities with the Council.

Email: bmenetwork@cardiff.gov.uk

Carers Network

The Carers Network provides a supportive forum for employees who are Carers, with members making a positive contribution to the policies, procedures and culture of the Council.

Email: carersnetwork@cardiff.gov.uk

Disability Network

The Disability Network connects disabled employees in an informal and supportive setting and aims to empower employees through training and reasonable adjustments etc. It also highlights ways in which the Council can make positive changes.

Email: disabilitynetwork@cardiff.gov.uk

LGBT+ Network

The LGBT+ Network offers opportunity for employees who identify as Lesbian, Gay, Bisexual or Transgender to meet and discuss issues that affect them. It aims to make a positive impact on the Council's policies and procedures and to promote the interests of the LGBT community.

Email: lgbtnetwork@cardiff.gov.uk

Women's Network

The Women's Network supports the progression of women in the Council through providing networking opportunities, promoting women's equality and aiming to raise the profile of women in the Council, as well as organising development opportunities and events.

Email: womensnetwork@cardiff.gov.uk

Equality Team

While equality is everyone's business, the Council has an Equality Team who are responsible for ensuring compliance and developing good practice in Equality and Diversity. If you have any questions, please contact:

Email: Equalityteam@cardiff.gov.uk

Equality-Related Policies

The Council has a number of Policies designed to promote equality and eliminate discrimination, including:

- Equal Opportunities Policy Statement
- **Resolution Policy** (Replacing Grievance Policy & Harassment Policy)
- Religion and Belief in Employment Policy
- Sexual Orientation in Employment Policy
- **Leave** Policy (including Special Leave)
- Carers Policy
- **Flexible Working** Policy
- Attendance and Wellbeing Policy (including Reasonable Adjustments)
- **Menopause** Guidance
- Mental Health Policy

Equality Legislation – Equality Act 2010

There are a number of legal responsibilities, which apply to all public sector organisations. These are contained within the Equality Act 2010, which covers the following 'equality strands' or 'protected characteristics':

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion, belief and non-belief
- sex
- sexual orientation
- marriage and civil partnership

The General Duties contained within the Equality Act 2010 state that we have a responsibility to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between people who share a relevant protected characteristic and those who do not.

There are also number of 'Specific Duties' as a Welsh public sector organization that we need to comply with. To comply with these duties, Cardiff Council is required to produce a Strategic Equality Plan setting out how we are going to meet these requirements. To view the Specific Duties please click on this link.

Further information about the Welsh duties in the Equality Act 2010 can be found on the Equality and Human Rights Commission website, or through this link.

Welsh Language Standards

Since 30th March 2016, all local authorities in Wales have had a statutory duty to comply with Welsh Language standards under the Welsh Language [Wales] Measure 2011. The standards replace the system of Welsh Language Schemes under the previous Welsh Language Act 1993.

The main principal of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language.

These standards also relate to any third party providing services or carrying out activities on behalf of the City of Cardiff Council.

Cardiff Council's Strategic Equality Plan 2016-20

In line with the Equality Act 2010 Cardiff Council has developed a Strategic Equality Plan. This covers the following aspects of equality: age, disability, gender identity/ reassignment, pregnancy and maternity, marriage and civil partnership, race, religion, belief and non-belief, sex and sexual orientation.

The Strategic Equality Plan, Objectives and other useful documents can be found through the following link.

What is Equality, Equal Opportunities and Diversity?

Equality

Equality is about treating people according to their needs to ensure equality of outcome/opportunity.

Most people believe that equality means treating everyone the same; this is **not** the case as everyone has different needs. If we do not address these different needs then we may be failing to ensure that everyone has the same opportunity i.e. in accessing our services.

We must recognise that it may be necessary to treat people differently in order to provide the same opportunity. We have to recognise people's differences and their abilities to be able to provide services that respond to their different needs.

Equal Opportunities

Equal Opportunities is about the elimination of unlawful and unfair discrimination against particular groups within our communities using anti-discrimination legislation.

Equal opportunities legislation is designed to prevent discrimination against various groups within society.

We tend to use the term Equality Strands as the collective word for these groups, but the legal term is 'protected characteristics'.

Diversity

Diversity is about valuing the differences that people bring with them.

This definition leads on from that of equality, emphasising the value of different cultures, backgrounds and experiences. When we value diversity within the Council it allows us all to respect and learn from each other.

'A truly effective diverse organisation is one in which the differences that individuals bring are valued and used.'
(Source: Modernising Government White Paper, March 1999)

As an employee of Cardiff Council you have a responsibility to promote diversity in service delivery.

Social Inclusion

Social Inclusion is about the process by which efforts are made to ensure that everyone, regardless of their experiences and circumstances, can achieve their full potential in life.

For many individuals who are, or feel, socially excluded this means being unable to access the things in life that most of society takes for granted.

"Social exclusion is a complex and multi-dimensional process. It involves the lack or denial of resources, rights, goods and services, and the inability to participate in the normal relationships and activities, available to the majority of people in a society, whether in economic, social, cultural or political arenas. It affects both the quality of life of individuals and the equity and cohesion of society as a whole"

[source www.cabinetoffice.gov.uk citing Levitas et al,2006]

Focusing on social inclusion means emphasising and prioritising things like access to services, social networks, decent housing, adequate information and support, and the ability to exercise basic rights for all so that everyone is able to take part in and access mainstream social, cultural, political and community activities, events and services.

Social Deprivation

Social Deprivation is recognised as one factor preventing people from accessing services and facilities.

Statistics show that many of Cardiff's communities are amongst the poorest in Wales. Indeed, if the 'Southern Arc' of Cardiff, from Ely in the West to Trowbridge in the East, was considered a single local authority, it would be far and away the poorest in Wales. Rates of child poverty in Cardiff are the highest in Wales. Almost one in every three children in our city now live in poverty. In some wards, it's higher than one in two.

Cardiff Council has developed its Capital Ambition Plan which sets out its vision for the City for the next 5 years and sets out actions to tackle local problems. To view the plan please click the following link.

Key Messages of Equality

Cardiff Council believes that:

- everyone deserves to have equal access to our services but because of our different circumstances some people may experience barriers accessing them. Our job is to help remove those barriers so that everyone can enjoy the service we provide.

- everybody has the right to be respected and listened to.

- we should treat others – work colleagues and customers - with dignity and respect

- we need to recognise that how we express ourselves and carry out our business can sometimes cause offence to others - we need be mindful of that and show sensitivity and professionalism in our dealings with people.

- we can all make assumptions about people - whether it's from personal prejudice, thoughtlessness or stereotyping - which may affect how we treat people which could result in discrimination. We must guard against this as it is important ensure that we treat everyone fairly.

- discrimination can take many forms: direct or indirect discrimination, harassment, or victimisation. It is important that our polices, practices and services are fair and do not discriminate. Employees must take personal responsibility for their role in promoting equality and eliminating discrimination.

As employees of the Council it is important that we:

- demonstrate Cardiff Council Values
- promote equality and eliminate discrimination
- challenge inequality wherever we find it
- recognise and value difference
- recognise the importance of having a diverse workforce is to meeting the needs of an increasingly diverse population and the communities we serve
- act in accordance with the Equality Act and our Public Sector duties.

What is Discrimination?

Legislation covers discrimination on the grounds of the 'protected characteristics', which are sometimes referred to as Equality Strands.

There are four main types of discrimination:

- **direct discrimination** (including by perception / association)
- **indirect discrimination**
- **harassment** and
- **victimisation**

Some strands receive more protection than others under the Equality Act. For example, there are certain limitations for marriage and civil partnership, pregnancy and maternity and age. On the other hand, there is additional protection for disabled people, such as the reasonable adjustments that employers and service providers have to consider.

1. Direct Discrimination

This is when a person is treated **less favourably** than another person in similar circumstances, because of a protected characteristic.

Example: Direct Discrimination on the grounds of race - refusing to serve someone because of their ethnic background.

2. Indirect Discrimination

This is when a provision, rule, criterion or practice is used which has the effect of disadvantaging people of particular groups (e.g. relating to age, gender, race, ethnic origin, nationality, sexual orientation or religion or belief), and which cannot be justified.

This is a less obvious form of discrimination than direct discrimination, but can have a devastating effect on the individual or group being discriminated against. As employees of the Council you need to be aware of the impact of policies and procedures on our colleagues and the communities that we serve.

Example: A dress policy against headwear, e.g. caps, could affect the possible employment of Sikhs who wear a turban or Muslim women who wear the hijab.

3. Harassment

Harassment is defined as unwanted conduct that has the purpose or effect of violating a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

The Council is legally obliged to take steps to protect employees against harassment. We have a Resolution Policy (Replacing Grievance Policy & Harassment Policy and Procedure) which relates to unacceptable behaviour occurring in the workplace for details please click on Resolution Policy.

It also includes situations that occur **outside** the working environment which arise out of, or may affect, the working relationship between employees or between an employee and a recipient of the Council's services.

'Unacceptable behaviour' may range from violence or bullying to more subtle behaviour such as persistent and continuous ignoring of an individual at work. The Council will regard harassment as being:

- Unwanted contact, verbal or not, which affects the dignity of the individual at work; or
- Any form of verbal or non verbal conduct which could be regarded as bullying or intimidating behaviour

Harassment is subjective - it is the person who is on the receiving end of the treatment or witness to it that defines what they consider to be harassment, even if this is not the intention of the harasser or what other workers would consider offensive. The Council has a duty to investigate all allegations of harassment.

The Council can be held vicariously liable (this means that even if the "fault" lies with an individual employee, the Council can also be held generally responsible) under the Equality Act if it allows a 'hostile environment' to exist.

Managers and employees can be held **personally liable** for contributing to or allowing discrimination and/or a hostile environment to exist.

4. Victimisation

This is when a person or group is treated unfairly as a result of making a complaint in relation to discrimination or harassment. This includes, pursuing a complaint, acting as a witness for the complainant, representing the complainant or reporting the issue.

Example: An employee is overlooked for promotion because they supported their colleague in a claim of discrimination against the employer.

Discrimination: Why does it happen?

Sometimes discrimination is not always a deliberate act, but as a result of unconscious and deeply held values and beliefs that lead to stereotyping and prejudice. This could be a result of systems that have been set up that do not take into account peoples different needs.

- **Values:** These can be described as the morals or rules by which we all lead our lives. Values come from a variety of areas, society, the law or our own personal values. These are developed through personal life experiences and our upbringing. It is our personal values that influence the way that we treat other people and what others may think of you.

- **Stereotypes:** This is when you make a generalised opinion, or assumption, about someone or a group of people. A stereotype is usually based on incomplete information which leads to an assumption about the person or group. Stereotypes are learnt or influenced by society, parents, family, peers, and the media, such as newspapers, radio, and television. If you act on that assumption, then you will be acting in a discriminatory way. Examples of stereotypes: “All youths who wear hoodies are criminals”; “All single parents are on benefits”; “Pensioners always moan about everything”

- **Prejudice:** This implies a negative feeling for another group, and usually involves stereotyping. It can be based on a perception of the group being seen as a threat, due to a lack of understanding. Most people will justify their prejudice as reasonable to make their own behaviour more acceptable to themselves. We all have prejudices, unfortunately they are part of the society we learn about as we grow up, but we need to recognise our prejudice and not act upon them because this then becomes discrimination.

Further information about stereotypes, prejudice and the language we should use is available on the Council's knowledge bank through this link.

Remember:

Personal values can lead to stereotypes which can lead to prejudices. Acting on prejudice leads to discrimination. As an employee of the Council you have a duty to ensure that discrimination **does not** take place.

Eliminating Discrimination

The following are tools that Cardiff Council uses to promote equality and eliminate discrimination.

Equality Impact Assessment

We need to assess new policies, functions and decisions to ensure that they will not have an adverse impact on any equality groups. We have a legal duty to do this. If any adverse impact is found, we must take steps to make the policy as fair and inclusive as we can.

The Equality Impact Assessment form can be found on the Council's intranet site.

Equality Monitoring

Without equality monitoring, an organisation will never know whether its equal opportunities policy is working. We collect equality monitoring data of our employees and our service users. This involves collecting and analysing information about people's background and circumstances to see whether all groups are fairly represented. This data can be used to:

- highlight possible inequalities
- investigate their underlying causes; and
- remove any unfairness or disadvantage.

Positive Action

Society now recognises that because discrimination has ocurred in the past, this means that certain groups may be under represented in the workplace. Positive Action is a way we can lawfully put measures in place to help provide equality of opportunity in employment for people from under represented groups. Positive Action steps could include providing training for particular work, or support to apply for particular work, which is specifically aimed at those under represented groups. Positive action is about encouraging **fair** competition. Positive Action is sometimes confused with the term positive discrimination which is currently unlawful.

Positive Discrimination

Positive Discrimination is where someone is employed or receives more favourable treatment because of a 'protected characteristic'. This is currently ***unlawful, except where there is a particular 'Occupational Requirement'*** in place for a specific job.

Occupational Requirements

This is a legal form of justification for an employer, on the grounds of privacy, decency or authenticity, to advertise for a person of a specific age, disability, gender, race, sexual orientation and religion or belief. An organisation has to be sure that an Occupational

Requirement is needed for this post; it must be 'a proportionate means of achieving a legitimate aim.'

Example: A male social worker post advertised on the council website exempt under Schedule 9 of the Equality Act 2010. This is relevant when issues of privacy, decency/modesty and sensitivity are needed when supporting male service users. Similarly, the Council may advertise for a female leisure centre assistant as part of this post involves working within the female-only changing areas of the leisure centre.





Putting Equality into Practice

It is vital that all employees strive to promote equality and eliminate discrimination.

It is one thing to be aware of equal opportunities; it is another to enact it. We all need to ensure that we personally put Equality into practice.

To help you put equality into practice, the Council runs Equality Awareness training which you can undertake either by attending Corporate Induction training (if you are new employee or have recently moved roles and not previously attended) or by attending Equality Awareness course by visiting the Cardiff Council Academy and Book onto a course

Equality and Other Training & Development

A list of all Corporate Learning & Development courses can be accessed via the Academy Website through the Intranet by clicking here

E-learning:

The Council offers a range of e learning courses. These cover a wide range of topics that may be useful to your personal and professional development - including a growing number of Equality modules.

Our e learning modules can be accessed through Cardiff Council Academy Online

You will need to create an account using your Cardiff Council e mail address – or you can contact the academy who can create an account for you.

To contact the Council Academy team please email: CardiffAcademy@Cardiff.gov.uk or telephone: (029) 2034 6050 (Ext: 46050).

Glossary of Equality Terms

The following information may assist in understanding some of the terms associated with equal opportunities and diversity.

Accessible venue

A building designed and / or altered to ensure that people, including disabled people, can enter and move around freely in order to access its events and facilities.

Act

A law or piece of legislation passed by both Houses of Parliament and agreed to by the Crown, which then becomes part of statutory law e.g. Equality Act 2010.

Age

This refers to a person belonging to a particular age group, which can mean people of the same age or a range of ages e.g. 18 – 30 years old.

Alternative Format

Media formats which are accessible to disabled people with specific impairments, e.g. Braille, Audio and Easy Read

Association / Associated with

Where a victim of discrimination does not have a Protected Characteristic but is discriminated against, because of their association or perceived association with someone who does e.g. parent of a disabled child

BME

Black & Minority Ethnic.

Codes of Practice

Are statutory guidance documents which must be taken into account by the Courts when applying the law and which may assist people to comply with the law.

Comparator

A person with whom a claimant compares themselves, to establish less favourable treatment in a discrimination case.

Culture

A mix of social values, beliefs and behaviours that influence members of a particular groups' societal traditions and activities

Data Protection

Safeguards concerning personal data provided for by statute, mainly the General Data Protection Regulation, which comes into force 25th May 2018 and replaces the former Data Protection Act 1998.

Different needs

Refers to the different requirements that people with a protected characteristic may have which either must, or should be met, to provide equality, including equality of opportunity and access.

Direct Discrimination

Less favourable treatment of a person compared with another person because of a Protected Characteristic.

Disability

A physical or mental impairment, which has a substantial and long-term adverse effect on a persons' ability to carry out day-to-day activities.

However, Cardiff Council has adopted the **Social Model of Disability**. The Social Model of Disability makes an important difference between 'impairment' and 'disability'. With the Social Model, it is the way that society is organized that creates disability, not the impairment itself. This includes: people's attitudes to disability and the physical and organizational barriers.

This table demonstrates the Social Model in practice:

Medical model problem	**Social model solution**
Painful hands, unable to open jars, doors	Better designed lids, automatic doors
Difficulty in standing for long periods	More seats in public places
"Housebound" or "Confined to a wheelchair"	Badly designed buildings – need ramps and lifts in all buildings, also accessible transport/parking spaces
Other people won't give you a job because they think you couldn't do it	Educate people to look at disabled people's knowledge and skills rather than looking for problems
Can't hear or see	Recognition and use of sign language and Braille/raised letters.

In the Equality Act, there is specific protection for disabled people that does not apply to any other protected characteristics. This includes the need for employers and service providers, such as Cardiff Council, to make reasonable adjustments to ensure that disabled people can do their job or access their services. As employees, we therefore all have a responsibility to ensure that reasonable adjustments are provided where needed.

Disability Confident Employer

A scheme to help employers make the most of opportunities provided by employing Disabled people. This replaces the previous Two Ticks' symbol awarded to employers who are positive about employing and developing disabled people.

Discriminate unlawfully

Occurs when an employer has treated someone less favourably because of a Protected Characteristic and does not have a valid defence

Diversity

Recognising difference and embracing the fact, we are all unique in our own way. Diversity is also about acceptance and respect for all, regardless of difference.

Duty to make Reasonable Adjustments

Where a disabled person is at a substantial disadvantage, compared with people who are not disabled, there is a duty to take reasonable steps to remove that disadvantage.

Equality Act 2010

Combined all previous equality legislation and equality duties under one Act.

Equality Impact Assessment

A process to identify where positive or negative impacts may occur as part of a policy, project, decision or procedure undertaken by the Council.

EHRC

The Equality & Human Rights Commission. This body superseded the Commission for Racial Equality (CRE), The Equal Opportunities Commission (EOC) and the Disability Rights Commission (DRC) in 2007.

Further Information is available at: http://www.equalityhumanrights.com/

Gypsies and Travellers

By the terms Gypsy and Traveller we understand that it refers to a diverse group of people and their communities their culture, ethnicity or nomadic habit. The different distinct communities are: English Romany Gypsies, Welsh Gypsies, Scottish Travellers, Irish Travellers, Fairground and Showground Travellers, New Travellers and other such as European Roma and Bargees.

This includes Gypsies and Travellers who have stopped travelling, whether temporary or permanently, and are living in housing or on sites and also those who are moving through the area. **Romany Gypsies and Irish Travellers are accepted as being racial group**s under the Race Relations Act 1976.

Gender Reassignment

The process of changing or transitioning from one gender to another

Genuine Occupational Requirement

Where having a protected characteristic is an occupational requirement, certain jobs can be reserved for people with that protected characteristic, e.g. female care worker for reasons of privacy or decency.

Harassment

Unwanted behaviour that has the purpose or effect of violating a persons' dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment

Hate Incident

Any incident where the victim or anyone else thinks it was motivated by hostility or prejudice based on, Disability, Race, Religious belief, Transgender identity or Sexual Orientation. This means if 'you' believe the incident is based on hate, then it should be recorded as such, even if the incident is not aimed directly at you.

Hate Crime

Hate incidents become Hate Crimes when the law of the land is broken. Under the Criminal Justice Act 2003, sentencing for Hate Crime is a lot tougher.

Impairment

A functional limitation, which may lead to a person being defined as disabled, according to the definition under the Act.

Inclusion

The Equality Act 2010 requires public bodies to carry out engagement with our citizens, this means reaching out to under-represented groups to ensure our services are accessible and inclusive to the needs of all.

Indirect Discrimination

The use of an apparently neutral practice, provision or criterion which puts people with a particular Protected Characteristic at a disadvantage, compared with others who do not share that characteristic, and where applying the practice, provision or criterion cannot be justified.

Institutional Racism (Definition – Macpherson Report 1999)

The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour, which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping, which disadvantage minority ethnic people.

Institutional Discrimination

It is recognised that organisations need to be mindful of institutional discrimination as a whole. Institutional Discrimination is defined as the collective failure of an organisation to provide an appropriate and professional service to people on the basis of all the protected characteristics. It can be seen or detected in their processes, attitudes, behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping which disadvantages people

LGBTQ

Term used to describe those who are Lesbian, Gay, Bisexual, Transgender, Queer or Questioning

Monitoring – Equality Data

The collection of data which indicates who is and who isn't using our services in relation to the Protected Characteristic.

Positive Action

Refers to a range of lawful actions that seek to overcome or minimise disadvantages that people who share a protected characteristic have experienced, or their meet their different needs.

Prejudice

Pre-conceived ideas or opinions based on little or no fact

Proportionate

This refers to measures or actions that are appropriate and necessary. Whether something is proportionate in the circumstances will be a question of fact and involve weighing up the discriminatory impact of the action against the reasons for it, and asking if there is any other way of achieving the aim

Protected Characteristics

Those protected by the Equality Act 2010 in respect of discrimination, harassment or victimisation. The Protected Characteristics are: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion, Belief and Non-belief, Sex and Sexual Orientation.

Public body

Organisations and individuals that carry out public functions, including government departments, local authorities, health authorities, hospitals, schools, prisons and the Police for example.

Public Sector Equality Duty

The duty on a public authority, when carrying out its functions, to have due regard to the need to eliminate unlawful discrimination and harassment, foster good relations and advance equality of opportunity.

Racial Group

Means a group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.

Reasonable

What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance.

Religion, Belief or non-belief

This is defined in public policy as being any religion, religious belief or similar philosophical belief. Humanism and agnosticism, for instance, are defined as non-religious belief. The definition does not, however, include a philosophical or political belief unless it is similar to religious belief. It will be for the employment tribunal and other courts to decide whether particular circumstances are covered by the regulations.

Service Users

Those accessing or using a particular service.

Sexual Harassment

Any conduct of a sexual nature that is unwanted by the recipient, including verbal, non-verbal and physical behaviours, and which violates the victim's dignity or creates an intimidating, hostile, degrading or offensive environment for them.

Stereotyping

Pre-conceived and generalised views of groups of people based on their characteristics

Transgender

Refers to a person who identifies as the opposite sex to the one they were assigned at birth. This includes those who wish to undergo the transitioning process, however the law does not require a person to undergo a medical procedure to be recognised as Transgender.

Unlawful

Not permitted by law (as distinct from illegal, which means 'forbidden' by law). On occasions, unlawful and illegal may be synonymous, but unlawful is more correctly applied in relation to civil (as opposed to criminal) wrongs.

Victimisation

Subjecting a person to a detriment because they have done a protected act or there is a belief that they have done a protected act e.g. bringing proceedings under the Act: giving evidence or information in connection with proceedings under the Act: doing any other thing for the purposes or in connection with the Act: making an allegation that a person has contravened the Act.

Xenophobia

An irrational fear or hatred of foreigners or strangers