

Equality Policy

Detailing our commitment to equality and compliance with the Equality Act 2010.



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Our commitment to Equality...

As a Council, we want to provide high quality services that care for, support and protect the residents of the Borough.

Equality is not about treating everyone the same. Equality is about valuing a person as an equal regardless of their characteristics and treating people according to their needs in order to achieve an equal or fair outcome.

As one of the largest employers in the Borough and one of the main providers of local services, the Council is committed to ensuring equality of opportunity and tackling any disadvantage. We also aspire to deliver a high standard of customer service, a transparent decision-making process and fair employment practices.

The Council will not tolerate any discrimination, harassment or victimisation against anyone due to their race, disability, gender, age, sexual orientation, gender reassignment, religion and/or belief, pregnancy/maternity or marriage status.

With the above in mind, the Council has five Equality Objectives which we will aspire to achieve our equality aims. These are:

Objective 1: Ensure acceptable behaviour of Employees, Elected Members and Stakeholders to the Council

Objective 2: Respond to complaints and incidents in a positive and pro-active way

Objective 3: Deliver accessible services and information

Objective 4: Recruit and employ people fairly

Objective 5: Meet specific Protected Characteristics needs

If everyone works together, equality is something we can all benefit from, and this Policy aims to demonstrate our commitment.

Chief Executive

Leader of the Council

1.0 Our legal Duties

1.1 Equality Act 2010

The Equality Act 2010 brought together, harmonised and extended previous equality law. The Equality Act has replaced all previous discrimination law with a single Act.

Most of the Act came into force on the 1st October 2010. Within the Act, there is a Public Sector Equality Duty which came into force on the 6th April 2011. The Public Sector Equality Duty applies to public bodies and others carrying out public functions.

1.1.1 The Public Sector Equality Duty

The Public Sector Equality Duty consists of a general duty and specific duties which apply to the Council:

1.1.2 The General Duty

The General Duty requires the Council to:

- 1) Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- 2) Advance equality of opportunity between people from different groups; and
- 3) Foster good relations between people from different groups.

This means the Council is required to:

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encourage people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

1.1.3 The Specific Duties

The specific duties underpin the general duty. They require the Council to:

- Publish its Equality Objectives and review them at least every four years starting from April 2012; and
- Publish Information to demonstrate compliance with the General Duty at least annually.

1.1.4 Who is covered under the Equality Act 2010?

The Act builds on the previous equality duties for race, disability and gender and provides a single equality duty to cover the following:

- Age
- Disability
- Gender Reassignment
- Race – which includes ethnic or national origins, colour or nationality
- Religion or Belief
- Sex
- Sexual Orientation
- Pregnancy and Maternity
- Marriage and Civil Partnership*

The above are now known as 'protected characteristics' within the Act.

In addition to the above, the Council is committed to the Armed Forces Covenant. This means that members of the armed forces community will face no disadvantage compared to other people in the provision of Council's services.

** Only the first aim of the General Duty applies to the characteristic of marriage and civil partnership*

1.1.5 Discrimination

The following types of discrimination are not allowed under the Equality Act 2010:

Direct Discrimination is where a person is treated less favourably than another person due to a protected characteristic.

Direct Discrimination by Association is where a person is discriminated against because they are associated with another person who possesses a protected characteristic.

Direct Discrimination by Perception is where a person is directly discriminated against because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.

Indirect Discrimination can occur when a condition, rule, policy or practice applies but disadvantages a particular protected characteristic.

Harassment is where another person engages in unwanted conduct relating to a protected characteristic, which could violate the person's dignity or create an intimidating, hostile, degrading, humiliating or offensive environment for that person. Other employees can complain of behaviour they find offensive even if it isn't directed at them. They do not need to possess the relevant protected characteristic themselves. Protection is also covered from harassment because of perception and association.

Victimisation is where a person treats another person less favourably because that person has made or supported a complaint, or raised a grievance under the Equality Act, or because they are suspected of doing so. Someone is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Failure to make reasonable adjustments is where arrangements disadvantage an individual because of a disability. Organisations are expected to make reasonable adjustments to overcome any disadvantage. To not make such adjustments could be seen as discrimination on the grounds of disability

1.2 Breaches of this Policy

Any breach of this Policy will be treated very seriously, and employees may be disciplined in accordance with the Council's Dismissal & Disciplinary Policy.

2.0 Who is responsible for the Policy?

- **Elected Members** are responsible for approving this Policy and monitoring the equality work of the Council
- The **Deputy Leader and Portfolio Holder for Resources & Central Services** has Elected Member responsibility for equality. The Portfolio Holder is required to work closely with the Council's designated Officers and champion equality at an Elected Member level.
- The **Assistant Director for Democracy and Governance** is the Council's lead Manager on equality and oversees the work of the Equality and Safeguarding Officer.
- The **Equality and Safeguarding Officer** is the Council's lead Officer who co-ordinates equality work throughout the Council.
- **Human Resources** ensure equality through recruitment and employment practices at the Council.
- **Managers** are responsible for delivering equality in their area of responsibility, embedding it into policy and delivery of the services provided.
- **All Employees** have a responsibility to treat people fairly, take account of different people's needs, challenge inappropriate behaviour and not knowingly discriminate, harass, or victimise anyone.
- **Contractors, Suppliers and Consultants** are expected to meet equality requirements within contracts and service level agreements. The Council will not award contracts without an appropriate level of equality commitment from contractors.
- **Volunteers** are expected to comply with, and be treated in line with, the principles of this policy.

3.0 Our Overall Equality Aims

3.1 Our overall Equality Aims are to:

- Meet our responsibilities for equality and diversity under the Equality Act 2010 via our policies, procedures, functions, and services.
- Make equality an integral part of our work. This means making sure that all aspects of what we do reflect and incorporate the principles of this policy.
- Take positive action where possible to address social, economic, and geographical disadvantage or exclusion.
- Use the Social Model of Disability as the basis for our work to promote equality of opportunity for and to tackle discrimination against disabled people.
- Work with other agencies to improve our services and share our information & expertise to help improve other equality practices.
- Work with the Borough's diverse communities to tackle disadvantage and discrimination.
- Increase the opportunities for people to influence Council decisions, policies, and services.
- Ensure the organisations we buy services from or provide funding to have appropriate equality policies and practices.
- Ensure all employees will be treated fairly during the whole of their working life with the Council.
- Adopt legal, national, and local guidelines, relevant legislation, codes of practice or strategies that seek to ensure equality.

4.0 Equality Objectives

4.1 Objective 1: Ensure acceptable behaviour of Employees, Elected Members and Stakeholders to the Council

4.1.1 Training

The Council requires all its employees to undertake equality training every 3 years. The training delivered does not only cover the requirements of the Equality Act 2010 but focuses on employee responsibilities and the behaviour which is expected of them.

4.1.2 Employee Responsibilities

All Council employees are required to adhere to the following equality principles:

- Ensure communication, behaviour and the service provided takes account of different people and their needs
- Show consistency and fairness by making sure personal prejudices do not affect decisions
- Challenge the inappropriate language and/or behaviour of others
- Not knowingly discriminate, harass or victimise anyone due to their protected characteristics

To underpin this, employees are requested to consider the points below:

Treat everyone with dignity and respect

- Treat people fairly and according to their needs. Try not to make assumptions about people.
- Be patient and helpful if someone has difficulties communicating, understanding or with mobility.
- Communicate clearly.
- Be courteous and polite.

Think about how actions will affect others:

- Be aware of the effect that your own behaviour and body language has on others. Recognise and guard prejudices. Everyone has the right to hold their thoughts, belief and ideas, but this does not mean employees have the right to express these thoughts if they lead to discrimination, offence or harassment.
- Not to use language or images which could amount to discrimination. Do not promote or allow this behaviour.
- Not to act in a way that would humiliate, offend, degrade, intimidate, frighten, threaten, undermine or abuse someone. Do not promote or allow this behaviour.

Help people change for the better

- Where possible, tell people if their behaviour has been unacceptable and advise on appropriate alternatives so they are given the opportunity to change. Tackle things, however small, at an early stage so they do not get worse.

4.2 Objective 2: Respond to complaints and incidents in a positive and pro-active way

4.2.1 A transparent complaints procedure

The Council is working constantly to ensure that everyone receives a good service on the first attempt. However, despite these efforts, things can go wrong on occasions.

Further information on how complaint can be made can be found at [Compliments, complaints and comments | Customer feedback | Nuneaton and Bedworth Borough Council](#).

The Council aims to deal with complaints within 10 working days. If a more detailed response is needed, and it is likely this will take longer than 10 working days, the Council will make the complainant aware and will give an expected target date to resolve the issue.

4.2.2 Respond to incidents of Discrimination

If a service user believes they have been discriminated against by the Council, the incident will be investigated in line with relevant Council Policy.

4.3 Objective 3: Deliver accessible services and information

4.3.1 Publish an Annual Public Sector Equality Duty (PSED) statement

The Council will produce an annual PSED statement.

The statement will form the main part of the report to the relevant Scrutiny Panel. Any recommendations from this Panel will be factored into the Council's future equality work. The current report can be found [here](#).

4.3.2 Carry out Equality Monitoring

The Council carries out appropriate equality monitoring on its customers to assess satisfaction with its services and to look at the uptake in services to establish who is and isn't using Council services.

4.3.3 Communicate this Policy to employees, elected members and the community.

This Policy will be:

- Published on the Council's website and intranet site
- Added to the training system under Policies
- Promoted during equality training sessions
- Communicated to all Council Employees & Elected Members

4.3.4 Consult with stakeholders

The Council's services play an important role in the lives of the residents of the Borough. The Council aims to:

- Develop and support all forms of consultation and involve residents where possible in the planning of services and decision-making processes

- Develop effective working relationships with all residents within the Borough via appropriate groups, forums and networks
- Work closely with partner agencies and organisations

4.3.5 Deliver effective Customer Service

It is important that equality considerations are one of the main principles of serving our customers. Therefore, the Council aspires to:

- Make our buildings and services as accessible as possible.
- Make our public information accessible to everyone: provide information in plain English and providing alternative formats, translation & interpretation services where necessary.
- Work with our partners and stakeholders to stamp out all forms of discrimination, bullying, harassment, victimisation and intimidation.
- Work with Nuneaton and Bedworth's diverse communities to tackle disadvantage through consultation and involvement where appropriate.
- Consider the needs of all communities in the methods we use to communicate with them.
- Help shape public opinion to promote equality within the Borough.
- Provide a platform for customers to provide feedback to the Council on the quality of the service they have received.

4.3.6 Collect and Publish Equality Information

The Council will publish equality information on an annual basis broken down by protected characteristics (where collected) in the PSED statement. The current report can be found [here](#).

4.3.7 Carry out Equality Impact Assessments

In order to establish whether Council policies, procedures and services (functions) have an adverse impact on any particular protected characteristics, the Council where deemed appropriate will carry out Equality Impact Assessments (EIA) to assess whether there are positive impacts,

negative impacts or no impacts at all. Each relevant function within each service unit will be assessed. There are three levels of assessment:

- 1) Relevance – to establish whether the function has any relevance to any equality issues.
- 2) Initial Screening – if the function has relevance, it is screened to establish whether there is any impact on any of the protected characteristics. The Councils Initial Screening template is attached as an Appendix to this Policy.
- 3) Full EIA – if a function has impact on any of the protected characteristics, or significant equality implications have been identified, the function is subject to a detailed analysis to establish what impact it has and how the impact can be removed, minimised or justified. The Councils full EIA template is attached as an Appendix to this Policy.

Each report taken to either Cabinet or an Individual Cabinet Member Decision contains a section within the report on Equality. It will then detail what action (based on the above) has been taken. If applicable, the report will contain the Initial Screening or the Full EIA as an appendix.

4.3.8 Ensure Equality is embedded within Procurement/Buying in Services

The Equality Act 2010 has given the Council more scope to influence the equality policies & practices of our suppliers. Under the Act, the responsibilities of the Council cannot be delegated so we have to make sure people supplying services on behalf of the Council have adequate policies in place.

4.3.9 Produce Accessible Information

The Council is aware that the information it provides needs to be accessible for all residents of the Borough. With this in mind, the Council will adhere to corporate standards when producing information.

The Council's website is an important source of information. The website has the ability to be changed via the accessibility settings, which gives people the opportunity to change the typeface and colours to suit their own needs.

The website can be translated into alternative languages as well as signposting free software which will read out the relevant text.

4.3.10 Make sure buildings, events and meetings are accessible

Accessible venues will be used for Council meetings and events. Communication support will be considered where there is a request for assistance prior to the meeting/event.

4.4 Objective 4: Recruit and employ people fairly

The Council will have due regard to its equality considerations in all aspects of employment, from advertising vacancies, recruitment and selection, terms and conditions, training & personal development through to reasons for ending employment. The Council will achieve this by:

4.4.1 Recruitment and Selection

- Advertising jobs to make them accessible to all.
- Recruiting people on the basis of the 'best person for the job'.
- Asking only for skills, experience and abilities needed to carry out the job and not to use criteria that could directly or indirectly discriminate.
- Not imposing any conditions or requirements which unfairly affect applicants from one group more than those from other groups.
- Ensuring no internal or external applicant receives more/less favourable treatment than another.
- Making sure all job applicants, whether internal or external, demonstrate they are qualified and are competent to do the job for which they have applied.
- Keeping records of applicants and employees by relevant protected characteristics to make sure this policy is working and to address any identified issues where possible.

4.4.2 In Employment

- Implementing 'reasonable' adjustments for employees with a disability (as defined under the Equality Act 2010) as advised by the Council's Occupational Health provider
- Recognising and supporting the potential of all employees by offering opportunities for training and personal development.
- Carrying out a personal development review for all employees on an annual basis to discuss achievements and plan future development.
- Making sure the working environment is supportive and non-threatening by not tolerating any acts of abuse, aggression, discrimination or any other form of negative behaviour.
- Having fair and effective dismissal, disciplinary and grievance policies in place.
- Ensuring appropriate bullying and harassment policies are in place and communicate these to Council employees.
- Having an equal pay system in place to ensure all employees are paid equally for doing the same job or a job of a similar level/nature.
- Provide Council employees with access to Employee Support Officers – these are employees who volunteer to assist other employees with work and non-work-related matters.

4.5 Objective 5: Meet specific Protected Characteristics needs

The Council is aware that some people may face disadvantage and/or discrimination due to their protected characteristics.

The Council has developed a statement for each of the nine protective characteristics which is at Appendix A to this Policy.

5.0 Monitoring of this Policy

This Policy will be updated as a when required but as a minimum a review will take place every three years.

All public bodies (as required by the Equality Act 2010) are monitored by the Equality and Human Rights Commission (EHRC). If the Council does not meet the requirements of legislation the EHRC can issue a compliance notice to enforce the requirements of the Act.

Appendix A: Protected Characteristics Statement

Age

Definition of Age

All people of all ages are covered.

Age Issues

Some age groups are at risk of prejudice and discrimination due to ageist views held by some people against younger and/or older people. This can affect people in many areas of life, including seeking employment or services.

Council commitment on Age

The Council is committed to ensure that, where possible, age will not be used as a determining factor for physical or mental performance or as the deciding factor for access to services or employment including recruitment, training and promotional opportunities.

However, there are certain age specific services which there are exemptions for e.g. selling alcohol to people aged under 18.

Disability

Definition of Disability

Under the Equality Act 2010, a disability is defined as:

This is a person who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

This definition is expanded by including:

"Substantial": More than minor or trivial.

"Long-term": Lasting for 12 months or more, though special rules apply to progressive conditions and certain illnesses like HIV, cancer, and multiple sclerosis, which are considered disabilities from the point of diagnosis.

Examples of "normal day-to-day activities": Things like preparing food, washing and dressing, communicating, and using a computer.

A disability can arise from a wide range of impairments which can be:

- Sensory impairments such as those affecting sight or hearing
- Impairments with fluctuating or recurring effects such as rheumatoid arthritis, ME, chronic fatigue syndrome, fibromyalgia, severe clinical depression and epilepsy
- Progressive such as motor neurone disease muscular dystrophy forms of dementia and lupus
- Organ specific, including respiratory conditions such as asthma, and cardiovascular diseases including thrombosis, stroke and heart disease.
- Learning difficulties
- Mental health conditions and mental illnesses such as severe depression, schizophrenia, eating disorders, as well as personality disorders and self-harming behaviour.
- Produced by injury to the body or brain

Disability Issues

Disabled people can face prejudice and discrimination. There are attitudes which focus on the belief that disabled people are of less value to society than other people. They are often patronised by other people and not given the same access to the full range of services, work and leisure opportunities as other people. The issues they face can include physical access and communication barriers.

Council Commitment on Disability

The Council is committed to:

- Use the Social Model of Disability as the basis for work with disabled people, which says that disability is caused by the way society is organised rather than by a person's impairment and looks at the way of removing barriers that restrict life choices for disabled people.
- Take steps to meet the needs of disabled people to achieve equal outcomes, even if this requires favourable treatment to give a disabled person the same opportunities as others.

- Make sure services are accessible to disabled people such as lower counters, using visual alongside audio, push buttons to open doors, accessible toilets etc.
- Make sure meetings and events are easy to access. All our public buildings will be as accessible as possible.
- Make reasonable adjustments will be made to services where possible and cost effective.
- Interview all disabled applicants who meet the essential criteria for a job vacancy.
- Provide a safe and informed working environment for disabled employees or those who become disabled during their employment.

Sex

Definition of Sex

Covers Men and Women.

Sex Issues

Those most at risk of prejudice and discrimination are women (who are often parents/carers of young children and/or older dependants) and men with caring responsibilities. When there is an imbalance of men or women in a particular workplace, the minority sex can be disadvantaged.

Council commitment on Sex

- Help employees to achieve a work/life balance. Where appropriate, the Council will support male and female employees to make choices about their parenting, caring and work roles.
- Pay male and female employees the same for doing work of equal value, supported by the Councils competency framework
- Provide male and female employees with the same opportunities for training and career development
- Have a positive attitude towards mothers. Breastfeeding in public places will not be prevented unless there are reasonable grounds for doing so.

Gender Reassignment

Gender Reassignment definition

Gender reassignment is a personal, social, and sometimes medical process by which a person's gender presentation (the way they appear to others) is changed. Anyone who proposes to, starts or has completed a process to change his or her gender is protected from discrimination under the Equality Act. An individual does not need to be undergoing a medical procedure to be protected.

Gender Reassignment Issues

A person who is going through or has gone through gender reassignment may be at high risk of prejudice and discrimination. This is mainly due to fear, a lack of understanding or because of hostility and intolerance.

Council commitment on Gender Reassignment

No Council service will discriminate against a person due to their gender reassignment status and will (where possible) consider the person as the gender they wish to be, irrespective of a Gender Recognition Certificate or the gender on their birth certificate.

The Council will ensure that employees who undergo gender reassignment or those who have undergone gender reassignment will be supported so they are able to work in a safe and positive environment.

Non-Binary

Non-Binary, or Genderqueer, is a spectrum of gender identities that are not exclusively masculine or feminine: identities that are outside the gender binary. Non-Binary identities can fall under the transgender umbrella, since many non-binary people identify with a gender that is different from their assigned sex. Non-Binary individuals may also identify as Gender-Fluid

A person who identifies as Non-binary or Gender-Fluid is protected under the Equality Act 2010.

While the Council is not aware of any issues faced by people identifying themselves as Non-Binary/Gender-Fluid when accessing Council services, the Council will endeavour to ensure its services do not discriminate against non-binary people or groups.

Marriage & Civil Partnership

Definition of Marriage & Civil Partnership

Covers a marriage between a male and female, a same sex marriage and people within a civil partnership.

Marriage & Civil Partnership Issues

While attitudes are improving in society, there are still negative attitudes towards people who are not 'heterosexual' which are unlikely to change in the short term despite the introduction of the Marriage (Same Sex Couples) Act 2013.

There are also attitudes which exist towards employing women who are married and considered of child bearing age due to a belief some employers hold that they will leave to have children and not be at work.

Council commitment on Marriage & Civil Partnership

The Council will ensure that all people, irrespective of marriage (either between a male and female or same sex) or civil partnership status will be treated equally and will not discriminate when providing services or facilities.

Pregnancy and Maternity

Pregnancy and Maternity Definition

Covers women who are pregnant and on maternity leave; and men who are on paternity leave.

Pregnancy and Maternity Issues

Women who are pregnant can face prejudice and discrimination because of their caring responsibilities. There may be beliefs women will be unable to carry out a job and as a result are not offered employment.

They can also be discriminated against in employment, often given lesser jobs or even dismissed. Men also can face similar prejudice and discrimination for paternity leave and may not take paternity leave as a result.

Council commitment on Pregnancy and Maternity

The Council will ensure that employees who are pregnant and/or on maternity leave will be protected in line with the Councils Maternity Leave Policy.

Men are also supported to take paternity leave, and the Council will accommodate men sharing parental leave with women where possible.

Race

Definition of Race

Race covers: Skin colour, race, national origin, nationality, settled and travelling communities of travellers & gypsies and ethnicity (shared history, cultural traditions, ancestral origin and language).

Race Issues

The Council knows that those people who identify themselves as being part of an ethnic minority are at most risk of prejudice and discrimination, most commonly referred to as a Black or Minority Ethnic (BME) community. There are certain attitudes that believe one race is better than another, which is classed as racism.

While hate crime can happen to any person possessing a protected characteristic, it is more likely that a hate crime will be committed due to a person's race.

Council commitment on Race

The Council is committed to removing barriers, providing accessible services and improving social inequality for people belonging to a BME community and will aspire to promote community cohesion between the various racial communities within the Borough.

The Council will investigate and deal with any incidents of discrimination if it involves the Council. Incidents external to the Council will be referred to a partner agency e.g. the Police.

Religion and/or Belief

Religion and/or Belief definition

Covers 'believers' and 'non-believers': those people who follow a particular faith or religion, and those who do not.

Case law has defined that a religion or belief must:

1. be genuinely held.
2. not be an opinion or viewpoint.
3. be a weighty and substantial aspect of human life and behaviour.
4. attain a certain level of cogency, seriousness, cohesion and importance; and
5. be worthy of respect in a democratic society and not be incompatible with human dignity or in conflict with the fundamental rights of others.

Religion and/or Belief Issues

There can be prejudice and discrimination against people following their religion and/or belief.

Some people believe a religion/belief is superior to other religions/beliefs. Some people believe that some religions/beliefs are inferior to others. Some people believe a religion/belief is not valid due to beliefs on the existence of a god.

Prejudice and discrimination can also exist within a religion due to the differences between the various branches/denominations of a particular religion/belief.

Council commitment on Religion and/or Belief

The Council will seek to ensure that people can worship and express their religious and other beliefs freely, without fear of intimidation and that an individual's choice to practice their religion or belief is respected.

The Council has in place a specific Religion and Belief Guidance which assists employees and managers with religion or belief in the workplace. This covers such areas as:

- Observing religious festivals
- Extended annual leave
- Cultural/religious dress

- Arrangements for prayers
- Fasting

Sexual Orientation

Sexual Orientation definition

Covers people who are heterosexual, gay, lesbian and bisexual.

Sexual Orientation issues

People who identify themselves as being gay, lesbian or bisexual can face prejudice, discrimination and/or violence from people. Despite changes in legislation and attitudes there are still people who believe relationships between gays, lesbians and bisexuals are wrong and unnatural, often described as homophobia. Some believe the lives of heterosexual people are better or more valid.

Sexual Orientation Commitment

The Council will support the rights of gays, lesbians and bisexuals; whether it is as a service user or as an employee. The Council will never force anyone to disclose their sexual orientation.

The Council realises that the way other forms of discrimination are dealt with may not be appropriate for dealing with sexual orientation issues. Lesbians, gay men and bisexuals may not always feel they can disclose their sexual orientation. If a person discloses to the Council discrimination of this nature, it will work sensitively to deal with the issues that the person faces.

Other Characteristics

There are other characteristics which are not protected by legislation, some of which are listed below:

- Matters of conscience
- Hours of work/working pattern
- Having an offending past
- Other personal traits e.g. obesity, hair colour

In addition to the protected characteristics, the Council is committed to ensuring equality of opportunity for all and this means the Council will not treat anyone less favourably than another irrespective of characteristics which aren't directly protected by legislation.

Appendix B: Equality Terms

Accessible Format	See alternative format
Accessible Venue	A building designed and/or altered to ensure that people, including disabled people, can enter and move round freely and access its events and facilities.
Age	This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year-olds) or range of ages (e.g. 18–30-year-olds, 'middle-aged people' or people over 50).
Ageism	This refers to prejudice or discrimination on the grounds of a persons age.
All Reasonable Steps	In relation to harassment of a service user by an employee of the service provider, all the things that the service provider could reasonably have done to stop the harassment; in relation to reasonable adjustments, 'reasonable steps' is another term for the things that the service provider could reasonably have done to remove the disadvantage.
Alternative Format	Media formats which are accessible to disabled people.
Antisemitism	Nuneaton and Bedworth Borough Council has adopted the working definition of Antisemitism as recommended by the International Holocaust Remembrance Alliance (IHRA) which is: Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.

	<p>Manifestations might include the targeting of the State of Israel, conceived as a Jewish collectively. However, criticism of Israel similar to that levelled against any other country cannot be regarded as antisemitic. Antisemitism frequently charges Jews with conspiring to harm humanity, and it is often used to blame Jews for “why things go wrong.” It is expressed in speech, writing, visual forms and action, and employs sinister stereotypes and negative character traits.</p> <p>Contemporary examples of antisemitism in public life, the media, schools, the workplace, and in the religious sphere could, taking into account the overall context, include, but are not limited to:</p> <ul style="list-style-type: none"> •Calling for, aiding, or justifying the killing or harming of Jews in the name of a radical ideology or an extremist view of religion. •Making mendacious, dehumanising, demonising, or stereotypical allegations about Jews as such or the power of Jews as collective — such as, especially but not exclusively, the myth about a world Jewish conspiracy or of Jews controlling the media, economy, government or other societal institutions. •Accusing Jews as a people of being responsible for real or imagined wrongdoing committed by a single Jewish person or group, or even for acts committed by non-Jews. •Denying the fact, scope, mechanisms (e.g. gas chambers) or intentionality of the genocide of the Jewish people at the hands of National Socialist Germany and its supporters and accomplices during World War II (the Holocaust). •Accusing the Jews as a people, or Israel as a state, of inventing or exaggerating the Holocaust.
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	<ul style="list-style-type: none"> •Accusing Jewish citizens of being more loyal to Israel, or to the alleged priorities of Jews worldwide, than to the interests of their own nations. •Denying the Jewish people their right to self-determination (e.g. by claiming that the existence of a State of Israel is a racist endeavour). •Applying double standards by requiring of Israel a behaviour not expected or demanded of any other democratic nation. •Using the symbols and images associated with classic antisemitism (e.g. claims of Jews killing Jesus or blood libel) to characterise Israel or Israelis. •Drawing comparisons of contemporary Israeli policy to that of the Nazis. •Holding Jews collectively responsible for actions of the State of Israel.
Associated with	This is used in a situation where the reason a job applicant or worker is discriminated against is not because they have a particular protected characteristic, but because they are 'associated with' another person who has that protected characteristic, e.g. the other person is their friend or relative. For example, an employer decides not to recruit a non-disabled worker because they have a disabled child. This is sometimes referred to as discrimination 'by association'.
Association, by	As in 'discrimination by association'. See associated with.
Auxiliary Aid	Usually a special piece of equipment to improve accessibility.

Auxiliary Service	A service to improve access to something often involving the provision of a helper/assistant.
Barriers	This term refers to obstacles which get in the way of equality for disabled workers and other workers put at a disadvantage because of their protected characteristics. Unless explicitly stated, 'barriers' does not exclusively mean physical barriers. For more on barriers in relation to disabled workers, see duty to make reasonable adjustments.
Black	This term is used in a variety of ways. For example: the term black is used to refer to people of African and Caribbean origin, it is also used to refer to people of African, Caribbean, South Asian and other Asian origin and at other times it is used within its political context to refer to individuals or groups who suffer discrimination or harassment based upon race, ethnicity, or colour.
Black and Minority Ethnic (BME):	This term is used to include people from minority backgrounds such as Black African, Black Caribbean, Asian, Chinese, Dual-Heritage or Multi-heritage, Gypsy and Traveller.
Bullying	Bullying can be defined as offensive behaviour which violates a persons dignity, or creates an intimidating, hostile, degrading or offensive environment or which humiliates or undermines an individual or group. Such behaviour can be vindictive, cruel or malicious.
Code of Practice	A statutory guidance document which must be taken into account by courts and tribunals when applying the law and which may assist people to understand and comply with the law.
Comparator	Direct discrimination occurs when an employer treats a job applicant or worker less favourably than they treat or would treat another worker in similar circumstances because of a protected

	characteristic. The worker with whom the job applicant or worker compares their treatment is called a 'comparator'. Sometimes there is no actual comparator, but the worker can still claim that another worker without their protected characteristic would have been treated better by the employer. This is a 'hypothetical' comparator.
Detriment	See disadvantage.
Disclosure	Disclosure is the process by which an individual declares personal equality information, such as their sexual orientation, ethnicity or whether they are disabled.
Direct Discrimination	Less favourable treatment of a person compared with another person because of a protected characteristic. This may be their own protected characteristic, or a protected characteristic of someone else, e.g. someone with whom they are associated. It is also direct discrimination to treat someone less favourably because the employer wrongly perceives them to have a protected characteristic.
Disability	<p>This is a person who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This definition is expanded by including:</p> <p>"Substantial": More than minor or trivial.</p> <p>"Long-term": Lasting for 12 months or more, though special rules apply to progressive conditions and certain illnesses like HIV, cancer, and multiple sclerosis, which are considered disabilities from the point of diagnosis.</p> <p>Examples of "normal day-to-day activities": Things like preparing food, washing and dressing, communicating, and using a computer.</p>

Disabled Person	Someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.
Disadvantage	A detriment or impediment – something that the individual affected might reasonably consider changes their position for the worse.
Disadvantaged	When someone suffers a detriment or finds an impediment to enjoying a benefit in comparison with others because of a characteristic of theirs; encountering a pre-existing barrier which is inherent in their workplace, but which doesn't have the same effect on others.
Discrimination	When a person or group of people are treated more or less favourably on the grounds of one or more of their Protected Characteristics
Discrimination arising from Disability	When a person is treated unfavourably because of something arising in consequence of their disability.
Disproportionately Low	Refers to situations where people with a protected characteristic are under-represented compared to their numbers in the population or in the relevant workplace.
Diversity	The differences in the values, attitudes, cultural perspectives, beliefs, ethnic backgrounds, sexuality, skills, knowledge and life experiences of each individual in any group of people. This term refers to differences between people and is used to highlight individual need.
Duty to make reasonable adjustments	This duty arises where (1) a physical feature of the workplace or (2) a provision, criterion or practice applied by an employer puts a disabled worker or job applicant at a substantial disadvantage in comparison with people who are not disabled. It also applies where a worker or job applicant would be put at a substantial disadvantage but for the provision of an auxiliary

	aid. The employer has a duty to take reasonable steps to avoid that disadvantage by (i) changing provisions, criteria or practices, (ii) altering, removing or providing a reasonable alternative means of avoiding physical features, and (iii) providing auxiliary aids. In many situations, an employer must treat the disabled worker or job applicant more favourably than others as part of the reasonable adjustment.
Equal Opportunities	The development of practices that promote the possibility of all people starting out in life from a level playing field. All should have equal opportunities in life, regardless of where they were born or who their parents were.
Equalities	A short hand term to refer to all work addressing issues of discrimination and disadvantage.
Equality	The vision of a society (or aspects of society) where all individuals have fair and equal chances to develop their full potential in all aspects of life and where barriers of discrimination and oppression have been removed.
Equality Act 2010	The Equality Act 2010 is an Act of Parliament of the United Kingdom. The primary purpose of the Act is to codify the complicated and numerous array of Acts and Regulations, which formed the basis of anti-discrimination law in Great Britain.
Ethnicity	An individual's identification with a group sharing any or all of the following: nationality, lifestyles, religion, customs and language.
Gender Fluid	Denoting or relating to a person who does not identify as having a single unchanging gender
Gender Reassignment	This is defined as a person who is proposing to undergo, is undergoing, or has undergone a process for the purpose of reassigning their sex by changing physiological or other attributes of sex. This means that individuals at any stage of

	their transition are protected under the law, regardless of whether they have undergone medical treatment or obtained a Gender Recognition Certificate.
Gender Recognition Certificate	A certificate issued under the Gender Recognition Act certificate to a transsexual person who has, or has had gender dysphoria, has lived in the acquired gender throughout the preceding two years, and intends to continue to live in the acquired gender until death.
Harass	To behave towards someone in a way that violates their dignity, or creates a degrading, humiliating, hostile, intimidating or offensive environment for them.
Harassment	Unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment for them.
Impairment	A functional limitation which may lead to a person being defined as disabled according to the definition under the Equality Act 2010.
Identity	The state of having unique identifying characteristics held by no other person.
Indirect Discrimination	Where an employer applies (or would apply) 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, unless applying the practice, provision or criterion can be objectively justified by the employer.
Islamophobia	Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness.
Judicial Review	A procedure by which the High Court supervises the exercise of public authority power to ensure

	that it remains within the bounds of what is lawful.
Less Favourably	Worse – so 'less favourable treatment' means the same as 'worse treatment'.
Marriage and Civil Partnership	Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples.
Migrant:	This refers to an individual who has relocated her/his activities from one place to another. Migration can be international.
Monitoring	Monitoring for equality data to check if people with protected characteristics are participating and being treated equally. For example, monitoring the representation of women, or disabled people, in the workforce or at senior levels within organisations.
Monitoring Form	A form which organisations use to collect equality monitoring data – from, for example, job applicants or service users. It records information about a person's sex, age, disability, race, religion, or sexual orientation. It is kept separately from any identifying information about the person.
More Favourably	To treat somebody better than someone else. This is unlawful under the Act if it is because of a protected characteristic except in very limited circumstances. The law requires an employer to make reasonable adjustments for a disabled person to remove any disadvantage caused by their disability, and this often requires treating them more favourably. An employer can also chose to treat a disabled worker more favourably in other ways, e.g. by automatically short listing them for a job, even if they are not at a particular disadvantage on the relevant occasion.

	The law can also require pregnant workers to be treated more favourably in some circumstances
Nationality	The state of belonging to a particular country because you were born there or have been legally accepted as belonging to it. Nationality can be different from cultural heritage/ background.
Non-binary	Is a spectrum of gender identities that are not exclusively masculine or feminine—identities that are outside the gender binary. Non-binary identities can fall under the transgender umbrella, since many non-binary people identify with a gender that is different from their assigned sex.
Normal Retirement Age	This is the retirement age at which, in practice, employees in a particular job and workplace would normally expect to retire. Normal retirement age can differ from the contractual retirement age. If it is under 65, it must be objectively justified.
Occupational Requirement	An employer can discriminate against a worker in very limited circumstances where it is an 'occupational requirement' to have a particular protected characteristic and the application of the requirement is objectively justified. There are two particular occupational requirement exceptions where employment is for the purposes of an organised religion or the employer has an ethos based on religion or belief, but very specific requirements need to be fulfilled.
Palantypist	Also known as 'Speech to Text Reporter'. A palantypist reproduces speech into a text format onto a computer screen at verbatim speeds for Deaf or hard of hearing people to read.
Past Disability	A person who has had a disability as defined by the Equality Act 2010.

Perception	This refers to a belief that someone has a protected characteristic, whether or not they do have it. Discrimination because of a perceived protected characteristic is unlawful. The idea of discrimination because of perception is not explicitly referred to in the Equality Act 2010, but it is incorporated because of the way the definition of direct discrimination is worded.
Physical Barriers	A physical feature of a building or premises which places disabled people at a substantial disadvantage compared to non-disabled people when accessing goods, facilities and services or employment. See also physical features.
Physical Features	Anything that forms part of the design or construction of a place of work, including any fixtures, such as doors, stairs etc. Physical features do not include furniture, furnishings, materials, equipment or other chattels in or on the premises.
Positive Action	If an employer reasonably thinks that people sharing a certain protected characteristic suffer a disadvantage connected to that characteristic or have different needs, or if their participation in work or other activity is disproportionately low, an employer can take any action (which would otherwise be discrimination against other people) which is a proportionate means of enabling or encouraging those people to overcome or minimise their disadvantage or to participate in work or other activities or meeting their needs. For example, an employer can put on training courses exclusively for workers with a particular protected characteristic. An employer is not allowed to give preference to a worker in recruitment or promotion because they have a protected characteristic.
Positive Discrimination	Positive discrimination occurs when one person or group of people is treated more favourably

	than another person, or group, would be treated in the same situation, based on a protected characteristic. Positive discrimination is unlawful in Britain and Europe, unless there is a genuine occupational requirement. Positive discrimination is sometimes confused with positive action, which is lawful.
Pre-Employment Disability and Health Enquiries	Generally, an employer must not ask about disabilities or the health of a job applicant before they have been offered the job. If the employer does ask such questions and then fails to offer the applicant the job, the fact that the employer made such enquiries will shift the burden of proof if the applicant brings a claim for disability discrimination. The Equality and Human Rights Commission can also take legal action against an employer if such enquiries are wrongly made.
Pregnancy and Maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context where special protections apply.
Procurement	The term used in relation to the range of goods and services a public body or authority commissions and delivers. It includes sourcing and appointment of a service provider and the subsequent management of the goods and services being provided.
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 will 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.

Provision, Criterion or Practice	Identifying a provision, criterion or practice is key to establishing indirect discrimination. It can include, for example, any formal or informal policies, decisions, rules, practices, arrangements, criteria, conditions, prerequisites, or qualifications.
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. Is often abbreviated to 'PSED'.
Protected Characteristics	This is the collective term for groups which are protected under the Equality Act 2010. These are Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Race, Religion and/or Belief, Sex, (previously Gender) and Sexual Orientation.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their colour, nationality (including citizenship), ethnic or national origins.
Racial Harassment:	The Equality and Human Rights Commission defines racial harassment as "violence which may be verbal or physical and which includes attacks on property as well as on the person, suffered by individuals or groups because of their colour, race, nationality, and ethnic origins, where the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism"
Racism	Refers to a set of attitudes, behaviours, and actions towards people from a different ethnic group than oneself. The Stephen Lawrence inquiry report defines racism as "... conduct or words which disadvantage people because of their colour, culture, or ethnic origin"

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 or Belief	Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.
Retirement Age	The age at which an employee retires or is expected to retire. This may be the default retirement age of 65 (until abolished on 1 October 2011), or an age which is set in the employee's contract of employment or the normal retirement age in that employment. The employer may also impose a retirement age on workers who are not employees, but this must be objectively justified even if it is 65 or above.
Right to request Flexible Working	Employees with at least 26 weeks' service have the right to request flexible working under a formal procedure in order to care for children or certain adult relatives. This is simply an entitlement to go through a formal procedure to have the request considered in a meeting and to receive written reasons for any refusal. The substantive right to be allowed to work flexibly for care reasons applies more widely to workers and is covered by indirect sex discrimination law under the Equality Act 2010.
Separate Services	Services only provided for one sex.
Sex	The Supreme Court (In March 2014 in the case <i>For Women Scotland v The Scottish Ministers</i>) ruled that in the Equality Act 2010 (the Act), 'sex' means biological sex.

	<p>This means that, under the Act:</p> <ul style="list-style-type: none"> • A 'woman' is a biological woman or girl (a person born female) • A 'man' is a biological man or boy (a person born male)
Sexual Harassment	Any conduct of a sexual nature that is unwanted by the recipient, including verbal, non-verbal and physical behaviour, and which violates the victim's dignity or creates an intimidating, hostile, degrading or offensive environment for them.
Sexual Orientation	Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.
Single-Sex Facilities	Facilities which are only available to men or to women, the provision of which may be lawful under the Equality Act 2010.
Social Model of Disability:	The social model of disability makes the important distinction between "impairment" and "disability". It holds that disability is a social phenomenon, and while many individuals have physical or sensory impairments or learning difficulties or are living with mental health needs, it is the way society responds to these, that is the source of "disability". The alternative model, often called the "Medical Model of Disability" encourages explanations for the discrimination and disadvantage experienced by disabled people in terms of the features of an individual's physical or mental impairments. The social model, however, encourages explanations in terms of how society is organised.
Stereotyping	Is a, false or generalised assumption about a particular group or person and believing the assumption to be true
Substantial	This word tends to come up most in connection with the definition of disability and the duty to

	make reasonable adjustments for disabled workers. The Equality Act 2010 says only that 'substantial' means more than minor or trivial. This means that disabled workers do not need to be put at a huge disadvantage before an employer's equality duties are triggered.
Text Phone	A type of telephone for deaf or hard of hearing people which is attached to a keyboard and a screen on which the messages sent and received are displayed.
Transgender (Trans)	<p>Is a person who has a gender identity different from that typically associated with the sex they were assigned at birth</p> <p>The Supreme Court (In March 2014 in the case For Women Scotland v The Scottish Ministers) ruled that in the Equality Act 2010 (the Act), 'sex' means biological sex. Therefore:</p> <p>If somebody identifies as trans, they do not change sex for the purposes of the Act, even if they have a Gender Recognition Certificate (GRC).</p> <ul style="list-style-type: none"> • A trans woman is a biological man • A trans man is a biological woman
Two Ticks Symbol	A sign awarded by Jobcentre Plus to employers who are positive about employing disabled people and are committed to employing, keeping and developing disabled staff.
UK Text Relay Service	Text Relay is a national telephone relay service for deaf, deafened, hard of hearing, deaf blind and speech-impaired people. It lets them use a text phone to access any services that are available on standard telephone systems.
Unfavourably	The term is used (instead of less favourable) where a comparator is not required to show that someone has been subjected to a detriment or disadvantage because of a protected

	characteristic – for example in relation to pregnancy and maternity discrimination, or discrimination arising from disability.
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.
Unreasonably	Not reasonable, beyond what's practicable.
Victimisation	Subjecting a person to a detriment because they have done a protected act or there is a belief they have done a protected act e.g. bringing proceedings under the Equality Act 2010; giving evidence or information in connection with proceedings under the Act; doing any other thing for the purposes or in connection with the Act or making an allegation that a person has contravened the Act.
Victimise	The act of victimisation.

Appendix C: Initial Screening

Name of Policy/Procedure/Service	
Service Unit	
Date of Implementation	

Does this policy/procedure/service have any differential impact on the following groups/people? (please tick):

Group	This may have a positive impact	This may have a negative impact	No adverse impact
Age			
Disability			
Gender			
Gender Reassignment			
Marriage and Civil Partnership			
Pregnancy and Maternity			
Race – which includes ethnic or national origins, colour, caste or nationality			
Religion or Belief – this also includes no religion/belief			
Sexual Orientation (Including LGBT)			
impact on Serving and/or Ex Serving Armed Forces Personnel and their families			

Please tick if you believe that this document:

- Should proceed to a Full Impact Assessment ☐
- Needs some minor changes, but does not need a Full Impact Assessment ☐
- Needs no further action ☐

Recommendations (If any):

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Signed	
Officer completing assessment	
Date	

Appendix D: Full Equality Impact Assessment

Name of Function being assessed	
Service Unit	
Officer/Officers completing Analysis	
Date of assessment	
Publication date	

Executive Summary

Preparation

What protected characteristics may this function impact upon? *(Tick all that apply)*

Group	This may have a positive impact	This may have a negative impact	No adverse impact
Age			
Disability			
Gender			
Gender Reassignment			

Marriage and Civil Partnership			
Pregnancy and Maternity			
Race – which includes ethnic or national origins, colour, caste or nationality			
Religion or Belief – this also includes no religion/belief			
Sexual Orientation (Including LGBT)			
impact on Serving and/or Ex Serving Armed Forces Personnel and their families			

What is the aim/purpose of the Function?
What impact will this Function will have on a particular group or the Borough as a whole?
Is it anticipated that any group benefit from this Function?
Is it anticipated that any group will be disadvantaged from this Function?

Current Data

What data currently exists which is relevant to this Assessment?

How does this information assist with assessing the impact of the Function?			
Is more data needed to make a better-informed decision?	Yes		No

Section 3 - Primary Data/Engagement

What advice/information has been sought from expert/professional/external agencies?			
Does there need to be a formal consultation process?	Yes		No
If yes, what arrangements have been made for consultation? <i>Please list consultation programme/schedule</i>			
Have the relevant groups/people been invited to participate? <i>Please list groups/people consulted with</i>			

What data has been collected?

From current data
From the consultation

Conclusions

Have there been any positive impacts due to the Function?
Is there any negative impact on any group/s?
If there is adverse impact, can this be justified?
Can anything be done to minimise any adverse or differential impact?

Amendments

What amendments (if any) have been made to this function in light of this assessment?

1.	
2.	
3.	

Other factors

Please highlight any other factors which may affect future actions in respect of this function:

1.	
2.	
3.	

Future Action

Please indicate what future action is to be taken in light of this EIA:

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Conclusion

Please indicate which of the following best describes the outcome of this EIA:

- This function is to go ahead as planned ☐
- This function is to go ahead with minor amendments ☐
- This function is not going ahead/needs amendments to mitigate impacts ☐
- No conclusive decision has been reached. Function put on hold ☐

The Equality Duty

Does this function have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010 ☐
- Advance equality of opportunity between people from different group's ☐
- Foster good relations between people from different group's ☐

When is this function and this EIA due to be reviewed?

Signed	
Officer completing assessment	
Date	