

# The Little Diversity Toolkit

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## Introduction

We are committed to valuing diversity, promoting equality and good relations between people of different groups, communities and cultures. We are opposed to all types of unfair discrimination and we will challenge all forms of unlawful and unfair discrimination, prejudice, harassment and victimisation across the organisation. We will not tolerate any form of discrimination, victimisation, harassment or intimidation.

## Our commitment as an employer and service provider:

As an employer we are committed to:

- Providing a safe environment for staff to feel welcome and safe at work.
- Ensuring that all customers that we interact with whether on the telephone or face to face receive the highest level of respect and dignity.
- Ensuring that our employees, contractors or consultants communicate appropriately to our customers.
- Ensuring that our employees, contractors and consultants do not treat our customers less favourably due to their protected characteristics.
- Ensuring that members of staff understand how valuing diversity can improve our ability to deliver better services, and so reduce inequality.
- Making our organisation a fully accessible place that welcomes and respects diversity.

## The purpose of this toolkit

This Toolkit has been designed to:

- Provide useful information and guidance for managers.
- Raise employee awareness about different areas of equality and diversity groups.
- Provide hints and tips for managers and staff on how we can improve the service or customers from different backgrounds and with different characteristics.
- Raise awareness of inappropriate / appropriate terms used in the area of Equality and Diversity.
- Explain terms used in the area of Equality and Diversity.

## How this toolkit will assist you

This toolkit will also enable managers to be able to respond appropriately and support staff in accordance with our Equality and Diversity Policy by:

- Outlining how employees can use positive language and avoid potentially offensive terms and phrases.
- Providing advice on areas of good practice so that employees are well informed and able to deal with sensitive issues.
- Highlighting clearly the organisation's commitment to equality of opportunity.
- Providing appropriate information that can be communicated to new starters during their period of induction.
- Providing information to help ensure that we actively engage and consult with individuals from all of the diversity groups.
- Raising awareness of dates of religious observance.
- Encouraging managers to be sensitive and aware of meeting the diverse needs of each and every individual member of their team and to discuss what improvements / adjustments may need to be made.

