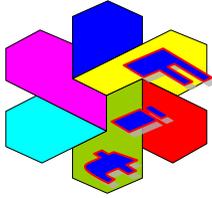


Independent Resource Centre



Equal Opportunities

Policy and Procedure

Our Main Objectives

- a) To assist all those affected by social exclusion by providing information, advice and support to the community of Clydebank and its environs on matters of welfare and employment.

- b) To advance education by providing resource facilities for educational, recreational and self-help activities.

General Equal Opportunity Policy Issues

Employment and Staffing

- 1.1 The Centre positively welcomes applications for employment from all section of the community. The Centre is committed to promoting greater equality by employing people from disadvantaged groups at all levels of the workforce.
- 1.2 The day to day management of equality in services and employment lies with the Co-ordinator.
- 1.3 Prejudicial language and behaviour which offends or threaten colleagues or service users will not be tolerated.

Service Delivery

- 2.1 The Centre aims to provide responsive quality services. To implement this aim it will treat all clients fairly, use and develop appropriate consultation mechanisms and information systems and ensure that equality of opportunity and access is included in all service plans.
- 2.2 The Centre will ensure that all employees receive information on its Equal Opportunities Policy. The policy will be implemented to ensure that all those

with whom employees come in contact are treated in a fair and equitable way.

- 2.3** Acts of discrimination by members of the public who are receiving Centre services, either towards members of the public or Centre employees are unacceptable. The Centre will advise and support employees who have to deal with this situation.
- 2.4** The Centre aims to provide the best value for money for its service users. It welcomes comments, complaints or suggestions about how to improve its services or compliments about its work

Relationships with outside organisations

- 3.1** The Centre will promote its Equal Opportunities Policy with outside groups, organisations, contractor and suppliers. This will be done in order to demonstrate its commitment to equality for all by working towards the eradication of discrimination and the development of real equality.

Communication

- 4.1** The Centre will aim to ensure that users and employees are able to communicate effectively at all levels with employees and service users. This will include developing systems to communicate effectively with all disadvantaged groups, including physically and sensory impaired people and those whose first

language is not English.

Consultation

- 5.1** The Centre will consult will all groups, including the Trades Unions as regards employee related issues, and in accordance with its Equal Opportunities Policy ensure that contact is made to take account of the diversity of the community. Contact will be maintained with individuals and groups which represent minority groups as well as other groups within the community in order to maintain up-to-date information as to their needs and requirements.

Monitoring and Evaluation

- 6.1** The Equal Opportunities Policy will be regularly reviewed, monitored and evaluated.

Equal Opportunities

Policy Statement

- 1.** The Independent Resource Centre is committed to the development of positive action to promote equal opportunities. Through the implementation of this policy the Centre will focus on the eradication of discrimination, whether direct or indirect, in its own structure, employment practices and the provision of services.
- 2.** The aim of the Centre's policy is to ensure that no service user, job applicant or employee is discriminated against on any grounds including race, colour, nationality or ethnic or national origin, religion, gender, sexual orientation, marital status, age, responsibility for dependants, HIV status or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.
- 3.** A programme of action will be developed to make this policy fully effective and will address the needs of people in these and other disadvantaged groups.
- 4.** The basis for the policy is the Centre's responsibility to its employees and the community as a whole to encourage equality of opportunity.
- 5.** Equality of Opportunity is key to the Centre. The promotion of equality will be an integral part of its values and vision for the area including customer care,

learning and development, and other initiatives.

- 6 All members and employees should accept personal responsibility for ensuring the practical application of this policy.
7. The Centre is required to comply with the law in relation to sex and race discrimination. However, while statutory provision provides penalty for discrimination and is the basis on which infringements are judged, it also promotes the case for equal opportunities and the positive benefits of their promotion.
8. In order to ensure that the equal opportunities goals are being met, the impact and implementation of this policy will be monitored.
9. Notwithstanding the general principles of equal opportunities contained in this statement, the Centre recognises that certain groups are subject to double oppression and that such groups may need to be organised in ways which exclude other members for the time being. Examples of this are women, disabled people, members of black and ethnic minority groups or people by virtue of their sexuality.

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