

Further information

More information is available at devon.gov.uk/equality.

Legal Duties

Visit

- www.devon.gov.uk/equalitylegislation

Equality Policy full version

Ask your line manager or visit

- www.devon.gov.uk/equalitypolicy

Essential E-Learning

Visit

- www.learningpool.com/devon and select 'equality and diversity'

You can be held personally liable for acts of unlawful discrimination, so it is important that you understand what is expected of you.

Equality Policy Summary

If you need further information or a different format please email equality@devon.gov.uk or telephone/text 0789 610 3530.

One of our organisational values is to promote high quality services that care for, support and protect the people of Devon.

Equality brings quality for everyone. Equality is not about treating everyone the same, it is about valuing a person 'as an equal' and treating people according to their needs.

We expect our staff, elected Members and others who work for us to adhere to these five principles:

Principle 1:

Ensure acceptable behaviour

Treat everyone with dignity and respect:

- Treat people fairly and according to their needs. Try not to make assumptions.
- Be patient and helpful particularly if someone has difficulties communicating, understanding or with mobility.
- Communicate clearly.
- Be courteous and polite: respect property and culture particularly when visiting people in their own places. Respect the right to private and family life.

Think about how your actions will affect others:

- Be aware the effect your own behaviour and body language has on others. Recognise and guard your own prejudices. We all have a right to hold our own thoughts, beliefs and ideas, but this does not mean we have a right to express these thoughts if they lead to discrimination or cause offence or harass people.
- Do not act in a way that would humiliate, offend, degrade, intimidate, frighten, threaten, undermine or abuse someone. Do not promote or allow others to act in this way.

Principle 2:

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

Everyone has the right to complain in good faith about discrimination without being victimised at any time. This means people should be able to raise concerns without feeling awkward, threatened or isolated. If someone complains about discrimination, handle complaints properly and resolve matters positively.

Principle 3:

Provide access to services, facilities and information

It is our aim to provide a welcoming, friendly environment which is easily accessible to all, to take steps to improve access to services, facilities and information where needed and be honest about what we can and cannot do. Where relevant to your job role, you will need to:

- Make sure information is accessible and provide alternative formats, translations and interpreters when needed. Further guidance is available in the **Communications Toolkit**.
- Make sure meetings and events are easy to access and specific needs are taken into account.
- Make application processes free from bias.
- Make sure buildings are accessible.

This includes *anticipating* the need to make reasonable adjustments for disabled people to overcome barriers.

Heads of services will need to ensure that services, policies, proposals and practices are monitored and reviewed appropriately. This means ensuring impact assessments are carried out to check for any positive or negative effects on different people. It also means involving people,

as far as possible in the design, delivery, monitoring and prioritisation of services so that their needs can be met in the best way.

Principle 4:

Recruit and employ people fairly

Employees, agency/contract workers, volunteers, people applying for a job or trainees at Devon County Council must not be unlawfully discriminated against because of a protected characteristic in any aspect of employment.

All staff must be treated fairly and their diversity valued, recognising the different experiences, skills and knowledge people have and the different contributions they make. Staff must also be provided with a work environment where they are free from harassment or other barriers to performing their role. This means creating a culture in which staff also contribute to a positive working environment for the benefit of everyone, including customers.

Principle 5:

Meet specific needs

The way we operate and the images and language we use should reflect and be sensitive to the diverse communities we have, however small. This means taking account of all of these characteristics:

Age	Disability
Gender Identity	Race
Religion and Belief	Sex
Sexual Orientation	Marriage and Civil Partnership
Pregnancy and Maternity	