



BARROW UPON SOAR GOOD NEIGHBOUR SCHEME

EQUALITY & DIVERSITY GUIDANCE

G006

1. Aims

Barrow upon Soar Good Neighbour Scheme (hereafter referred to as BGNS) is committed to promoting and valuing Equality and Diversity in all our activities. We welcome and celebrate the diversity of our community and are strongly committed to achieving equal opportunities and access for all people and groups in society.

BGNS is available to all adult residents of the village. Its key aim is to help residents through difficulties they may be facing, so that life becomes a little easier. BGNS is open to all over the age of eighteen, irrespective of race, nationality, religion, gender, sexual orientation, gender reassignment or disability.

2. Equality

Equality is about making sure people are treated fairly and given fair chances and access to services. People will not be treated unfavourably on the basis of:

- Age (provided they are over the age of eighteen)
- Disability
- Gender
- Gender reassignment
- Marriage
- Civil Partnerships
- Pregnancy
- Maternity/Paternity
- Race
- Religion
- Belief
- Sexual orientation
- Nationality

The safety of the users of BGNS is paramount. Volunteers are accepted from all sectors of the community providing they are over eighteen and have a current in date enhanced DBS certificate for Working with Vulnerable Adults.

3. Diversity

Diversity is about respecting and valuing all forms of difference in individuals and positively striving to meet the needs of different people. BGNS is open to all individuals over the age of eighteen, either as a member of the Scheme or as a Volunteer.

4. Accessibility

All BGNS General Meetings are held in the Community Library which is accessible to wheelchair users. Transport to and from meetings is available upon request.

Most of the activities carried out by the scheme's volunteers take place either in the resident's own home, or in public places such as hospitals and doctors' surgeries. Each member is consulted over their access needs when they request support and we aim to match their needs as required with an appropriate volunteer.

5. Code of Conduct

BGNS will comply with all legislation, including the Equalities Act 2010, and other relevant legislation currently in force.

- People will be treated with dignity and respect at all times
- People's feelings and values will be respected
- Language or humour that people find offensive will not be used
- No one will be harassed, abused or intimidated on the ground of his or her race, nationality, religion, gender, sexual orientation, gender reassignment, disability or age

6. Complaints Procedure

If anyone feels they have been discriminated against, harassed or offended by any volunteer working on behalf of BGNS, they should call the Telephone Co-ordinator on 07771 625 591 and register their complaint.

The Steering Group will take any complaint very seriously and will investigate any complaint fully. If the complaint is against an individual, then the Steering Group will hear their point of view as well as that of the complainant. All enquiries will be carried out in a sensitive manner and in such a way that everyone can express their feelings openly.

If the complaint is against BGNS in general, the Steering Group will work to ensure that any discrimination that has occurred does not happen again. The Scheme will continue to support anyone who has registered a complaint and will not treat them less favourably afterwards.