

Equality, Diversity and Inclusion

QUALITY STANDARDS

Legislation	Details
Regulation 6: The Quality and Purpose of Care Standard	Staff should take every step to make sure that individual children and young people are not subject to discrimination, marginalisation or bullying from their peers by virtue of their gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, disability or for any other reason.
Regulation 12: The Protection of Children Standard	Staff must understand the need for equality and diversity, and what they must do to uphold it in a children's home setting, in order to avoid any service users feeling excluded or discriminated against and to protect their rights.

This policy should be read in conjunction with our:

- Anti Bullying Policy
- Complaints Policy
- Recruitment Policy
- Safeguarding Children Policy
- Staff Grievance Policy

Policy Statement

Policy Aims

NW Care Group Limited aims to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010. We aim to ensure equality of opportunity and promote positive relationships between those who have a protected characteristic and those who do not. We aim to improve equality practices for children and staff.

We want to ensure our services are accessible for all and combat discrimination based on protected characteristics or other grounds. We will celebrate diversity and consult with our residents and staff to ensure that our service is inclusive and our staff is committed to equality.

Introduction

The UK is a multicultural society, and it is inevitable that children will come from a variety of different backgrounds; NW Care Group Limited aims to celebrate difference. NW Care Group Limited avoids unequal treatment and recognises that treating people unequally can result in the loss of dignity, respect, self-esteem, self-worth and ability to make choices.

At NW Care Group Limited, we recognise our obligations under the Equality Act 2010. We are committed to promoting the equality and diversity of all those we work with, especially our employees, children, and visitors.

We are committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes and expect employees to support this commitment in all possible ways. NW Care Group Limited does not assume that equality, diversity and inclusion principles and policies apply only to staff. Children must also respect the ethnicity, culture, religion, gender and any disabilities of staff and each other and not discriminate against anyone on any of these grounds when expressing their views and preferences. Discriminatory treatment, bullying or harassment of staff or children by visitors will also not be tolerated.

The ultimate responsibility for the implementation and management of this policy is the responsibility of the Registered Manager.

Key Question: What is Discrimination

Discrimination means treating a person unfairly because of who they are or because they possess certain characteristics, including the protected characteristics outlined in the Equality Act 2010.

Protected Characteristics (Section 4 of the Equality Act 2010):

- Race or ethnic origin (nationality, heritage, colour)
- Religion or religious belief
- Age
- Sex
- Disability
- Gender reassignment
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

Discrimination can occur in the following forms:

Direct Discrimination - occurs when someone is treated less favourably than another person because of a protected characteristic.

Indirect Discrimination - occurs when a condition, provision, policy or practice applies to everyone but particularly disadvantages people who share a protected characteristic.

Harassment - consists of unwanted behaviour that makes another person feel offended, humiliated, or intimidated. Unwanted behaviour could include physical gestures, abuse, jokes, spoken or written words, or offensive emails and expressions.

Victimisation - is when a person is treated less favourably because they made or supported a complaint or raised a grievance under the Equality Act 2010.

What we do to ensure Equality for all Children

Equality in Admissions

NW Care Group Limited welcomes any child and does not discriminate in any way regarding gender, race or ethnic origin, religion, or disabilities or impairments. Where we can safely meet a child's need, we will offer them a place with us.

NW Care Group Limited will:

- base our admissions policy on a fair system; we never discriminate against a child or their family or prevent entry to our setting on the basis of race, religion, home language, family background, gender, disability and/or learning difficulty;
- gather full and accurate information about all children before they start, drawing on all available sources, including the placing authority, to ensure that we can understand and meet every child's individual needs.

Equality for children in our care

For all children NW Care Group Limited will promote equality, diversity and inclusion by:

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Westminister Street,
Macclesfield, Cheshire, United Kingdom, SK10 1BX,
Phone: 07823887125
Email: adamfletcher@nwcaregroup.co.uk | Website:
nwcaregroup.co.uk

Reviewed: 15-07-2025
Reviewed by: Adam

- respecting and celebrating children's ethnic, cultural and religious practices and personal identities (including LGBTQ+ identities) within the home, including those assessed at intake and those that develop or evolve during their time with us. This includes, but is not limited to, supporting children to follow specific diets for religious or personal choice reasons, having a prayer space and equipment available, and celebrating a range of cultural, social and religious events.
- Facilitating and encouraging children to access their own religious, social and cultural communities outside the home.
- Where possible, reasonable adaptations of both the physical space and accessible activities and materials will be provided to enable all residents to take part in the life of the home.
- Educating all children about differences between people in a positive way and ensuring these are seen as reasonable to celebrate each individual for who they are.
- Encouraging children to provide feedback and participate in planning our services ensures they meet their needs and allow full participation. This includes adapting materials and activities to make them accessible to all children, regardless of race, disability, gender, or other factors. Additionally, we strive to challenge any barriers, whether from external services or within the children's own perceptions, that may limit their involvement.
- Ensuring all materials used in the home to promote a positive message of inclusivity and respect for others, including challenging stereotypes and traditional gender roles.
- Working with professionals from outside agencies to provide a multi-agency network of support for children and their families, e.g. Early Years Consultants (EYC), Ethnic Minority Achievement Service (EMAS) Speech and Language Therapists and local and community health services, to ensure that the best care and learning opportunities are available for individual children.
- Staff will challenge attitudes, behaviours, and language that are non-inclusive and discriminatory in a positive way as and when they see it.
- Acknowledging the importance of maintaining a link between the child's home and the children's home in meeting the individual needs and facilitating this wherever it is appropriate.

Language and Communication

Language and communication are often the most notable barriers to getting information across for those whose first language is not English. For those whose first language is not English or who struggle with comprehension NW Care Group Limited will always provide important information to each child in writing, in a language relevant to them, or in a verbal or alternative format adjusted to accommodate their level of understanding. If necessary, NW Care Group Limited will involve an interpreter or other language professional to assist with clear communication.

Leisure and community

We have a range of leisure and other community, linguistic, cultural, or religious services available and where appropriate, we will support/encourage children to access these resources.

For example, in Trafford children and young people have access to:

- Multiple sport and recreation centres.
- Multiple religious organisations

Managers responsibility to ensure equality for children

- Managers are required to carry out regular assessments of the impact of NW Care Group Limited's approach to equality, diversity and inclusion on policies, children and the overall service provision.
- Managers are expected to monitor the diversity of children and young people in NW Care Group Limited, including ethnicity, gender, and disability, to ensure that our services are inclusive and do not create barriers

for any group.

- Managers must regularly review practices to challenge and eliminate discriminatory practices to ensure they are meeting needs.
- Managers are expected to support staff in identifying local community resources that help meet individuals' needs. These resources are highlighted and promoted, and when they fall short of requirements, suitable alternatives are sought, regardless of location. For example, this could include finding hairdressers who specialise in braiding or cutting African Caribbean hair.
- Managers will ensure that each child's unique needs are assessed, allowing staff to provide support that fosters their full potential.
- The Manager is expected to oversee the service to ensure that diversity is respected and that activities, including food preparation and menu choices, are tailored to meet each child's individual needs.
- Managers must ensure a balanced and diverse work force that acts at all times as role models for residents in terms of being fair, inclusive, and respectful.

Equality in Employment

NW Care Group Limited is an Equal Opportunities Employer committed to fully utilising all our employees' talents and resources. NW Care Group Limited will ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, nationality or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation or disability.

Recruitment and selection

- The recruitment and selection process is crucially important to equal opportunities. NW Care Group Limited will endeavour through appropriate training to ensure that selection and recruitment decisions will not discriminate, whether consciously or subconsciously, in making these decisions.
- Job descriptions will be revised to align with these equal-opportunity objectives, and job requirements will be reflected accurately in each person's specifications.
- Jobs will be advertised widely and in a range of places to ensure applicants from diverse backgrounds and experiences are reached.
- Job applications will be evaluated solely on candidates' abilities to perform their duties, without consideration of gender, race, disability, sexual orientation, marital status, age, religion, or belief, except in cases where legally permitted positive action is applied to maintain a balanced and diverse workforce for the benefit of the children.
- Where candidates have disabilities which make many elements of the role more challenging, this will be discussed with the candidate, and any reasonable adaptations made to enable them to carry out their role. Candidates will only be prohibited from positions or activities on the basis of their disability where the nature of their disability makes performing their duties impossible or poses a risk for themselves or the children, even with reasonable adaptations.
- More than one person will carry out shortlisting and interviewing where possible.
- Interview questions will be related to the requirements of the job and will not be of any discriminatory nature.
- All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
- NW Care Group Limited will provide appropriate training to ensure that selection and recruitment decisions will not discriminate, whether consciously or subconsciously, in making these decisions.

Equality for Employees

- Promotion, compensation, and advancement decisions will be based on merit, and all related decisions will be made in accordance with the overall framework and principles outlined in this procedure.

- Access to training, grievance processes, disciplinary processes, redundancies, work allocation or other employment-related processes will be determined only by the situation, actions, or merit of the individuals involved. It will not be based on any of the protected characteristics.
- NW Care Group Limited will provide appropriate training to any staff who act as decision-makers with regard to promotion and advancement, redundancy, disciplinary, or equality issues to ensure that decision-makers do not discriminate, whether consciously or subconsciously, in making these decisions.
- NW Care Group Limited will implement any reasonable adaptations required to enable employees to carry out their duties.
- Employees will only be prohibited from positions or activities where the nature of their disability makes performing their duties impossible or poses a risk for themselves or the children, even with reasonable adaptations.
- When an employee becomes temporarily or permanently unable to safely carry out all or part of their regular duties due to a disability, alternative or partial roles will be found for that employee wherever possible.
- Managers and the Responsible Individual will monitor all areas of employment, including recruitment, promotion, training opportunities, pay, grievances, and disciplinary action, to ensure equal treatment for all employees and that action is taken where any disparity is found.

Visitors, Contractors and Agency Workers

All visitors, contractors, subcontractors, and agents working for or on behalf of NW Care Group Limited on company premises must conduct themselves in a manner that does not expose any employees or service users to direct or indirect discrimination, harassment, or victimisation based on race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age, or sexual orientation.

Any visitors, contractors, or agency workers found to have discriminated against, harassed or victimised our staff or residents will face disciplinary action. This may include termination of their relationship with us and, when necessary, reporting to the police.

Procedure for reporting and managing instances of discrimination

Discrimination and harassment are often complex matters, and there is no single way of dealing with every suspected or alleged instance. No one will ever be victimised for raising or supporting a complaint about equality and diversity where they know, believe, or suspect it to be true.

Children experiencing discrimination

- If a child experiences any bullying, victimisation or harassment from another child, it will be addressed per our *Anti Bullying Policy*.
- If a child experiences bullying, victimisation, or harassment from a member of staff, it should be addressed per our *Complaints policy*.
- If a hate crime is suspected, or if the issue raises any safeguarding concerns, these should be reported to the appropriate authorities.
- Staff will remain vigilant to signs of discrimination and support children in making a complaint, whether regarding another member of staff, another child, the manager, or an external service.

Staff experiencing discrimination

- If employees feel discriminated against by another staff member, they should raise this with the manager following the grievance process.
- If employees feel discriminated against by the manager, they should contact the responsible individual and follow the grievance process.

- Where a staff member feels discriminated against by an external contractor, agency staff, or other individual not employed by NW Care Group Limited they should inform the manager.

The registered manager, Adam Fletcher, will record and investigate all suspected and reported incidents of discrimination, harassment, or bullying based on a protected characteristic. This is to ensure that appropriate actions are taken, proper processes are established, and any patterns are monitored.

Education and Training

Education and training are key elements in NW Care Group Limited's objective to provide care and support on an equal, non-discriminatory basis. All employees will therefore be provided with a copy of this policy (together with related policies) at the time of their arrival at NW Care Group Limited, and as part of their induction training.

NW Care Group Limited will also provide training on diversity and equality, including additional training required to bring staff up to speed on any specific cultural or religious practices needed to support any individual children in our care. Underpinning this training are the following principles of good practice:

- acknowledging individual beliefs and identity,
- working in an anti-discriminatory way,
- supporting children's individual rights and choices,
- communicating effectively,
- providing and gathering important information,
- maintaining the confidence of children being cared for, including respecting their views and rights and confidentiality,
- developing empathy.

NW Care Group Limited wishes to ensure that providing equal treatment is a positive "second nature" message. Employees will, however, be advised that any conduct that contravenes the spirit and purpose of this policy will be subject to disciplinary action and sanctions, including dismissal from their employment.

Key Contacts for Safeguarding Children

If any member of staff receives a complaint about the safety or safeguarding of a child, they should immediately refer the matter to the local safeguarding partnership.

The Local Safeguarding Children Partnership can be contacted using the following details:

- Name: TSSP
- Address:
- Main Telephone: 01619118687
- Out of hours:
- Email: tssp@trafford.gov.uk
- Website: www.traffordsafeguardingpartnership.org.uk

Designated Safeguarding Lead

Name: Adam Fletcher

Phone:

Email: adamfletcher@nwcaregroup.co.uk



Children's Commissioner for England

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

Tel: 0800 528 0731 (freephone number)

Email: help.team@childrenscommissioner.gov.uk

Childline

Phone: 0800 111 111

Web: www.childline.org.uk

Kidscape

Phone: 08451 205 204

Web: www.kidscape.org.uk

OFSTED

Tel: 0300 123 1231

E-mail: enquiries@ofsted.gov.uk

[Ofsted Website](http://www.ofsted.gov.uk)

Monitoring and Review

The Registered Manager will check this policy is working properly and they will review it at least once a year. We will make improvements to the policy wherever we can.

Employees are invited to suggest any ways the policy can be improved.

This policy does not form part of any employee's contract of employment, and it may be amended at any time.

After reading this Policy, you should be able to:

- Understand what Equality, Diversity and Inclusion is and how the Equality, Diversity and Inclusion policy operates;
- Understand how Equality, Diversity and Inclusion operates at NW Care Group Limited and have an awareness of the actions we take in preventing, identifying and reporting concerns;
- Understand the role you play in Equality, Diversity and Inclusion.

If you have not understood any of these points, please ask your Line Manager or trainer for further help.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed upon by the Directors of NW Care Group Limited.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.

