

UPPER NORWOOD JOINT LIBRARY

EQUAL OPPORTUNITY STATEMENT

Introduction

Upper Norwood Joint Library recognises that the quality of life for many people has been undermined and compromised by discrimination and disadvantage. People's experiences of discrimination are both wide and varied and need to be acknowledged and acted upon. People have been and still are discriminated against, both in terms of service delivery and employment because of their ethnic origin, gender, disability, age, sexuality or religion. The Upper Norwood Joint Library also recognises that some people suffer discrimination through unemployment, ill health, social exclusion and other socio-economic factors and less obvious reasons. The purpose and aim of this policy is to prevent discrimination and improve the quality of life for all. Upper Norwood Library recognises that this will also improve the quality of its staff and of the services they deliver.

The policy will be reviewed and monitored periodically to ensure that it meets changing needs.

Statement of Intent

The Upper Norwood Joint Library will treat all people with dignity and respect, recognising the value of each individual. The Upper Norwood Joint Library is committed to eliminating all forms of discrimination in service delivery and employment on grounds of race, disability, gender, sexual orientation, sexuality, marital status, HIV/AIDS, ex-offenders, religion, political beliefs, trade union activities or age.

Aims

The Upper Norwood Joint Library is committed to providing:

- services that are accessible and relevant to all
- services that meet the needs of the whole Crystal Palace community
- equal and appropriate opportunities in employment and recruitment
- effective partnerships with all sections of the community

Principles

The Upper Norwood Joint Library aims to achieve these by adhering to the following principles:

- placing good equalities practice at the core of all of its activities
- challenging past and continuing discrimination
- listening and responding to individuals, communities and staff
- fairly allocating available resources and being openly accountable to the community
- ensuring that its commitment to equalities is an ongoing process

Objectives

Objectives for accessible services:

- Aim to ensure that services meet Best Value principles.
- Review all services from the perspective of the Joint Library's Equality Principles to ensure they meet the differing needs of individuals and groups.
- Provide clear information about the Upper Norwood Joint Library's services in ways that are accessible and which meet community needs.
- Work together and consult with all sections of the community on service needs and provision.
- Monitor and evaluate services to ensure that they are not discriminatory.
- Ensure equal access to the Upper Norwood Joint Library's comments and complaints procedure.

Objectives for equal and appropriate treatment in employment and recruitment opportunities:

- Employ a workforce that is representative of the make up of the local population
- Monitor the recruitment and selection process to ensure it is free from discrimination and openly accountable.
- Review and monitor all other personnel policies and procedures to ensure that they do not perpetuate discrimination.
- Ensure that access to information and records is as open and transparent as possible.
- Provide a safe and accessible working environment which values and respects the identity and culture of all parts of the community.
- Ensure a culture and working environment that is free from discrimination and harassment.
- Encourage and help all staff to reach their full potential.

Objectives for effective partnership within the community

- Work in partnership with all sections of the community.
- Listen and respond to the views of all parts of the community through widespread public consultation and participation in a non-judgemental way and within a safe environment.
- Encourage and support people to be active in community life.
- Celebrate and respect the variety of lifestyles and cultures that make up the community.
- Work with others to provide an environment free from discrimination, harassment and violence.
- Encourage others to adopt this policy.

Legislation

The Upper Norwood Joint Library will comply with all anti-discriminatory legislation including the Sex Discrimination Act 1975 (updated 1986), the Equal Pay Act 1970 (updated 1983), the Race Relations Act 1976, the Disability Discrimination Act 1995, the Crime and Disorder Act 1998, the Human Rights Act 1998 and all European regulations and directives. We recognise that legal obligations in relation to discrimination may overlap between different groups. We also recognise that some groups do not benefit

from protection of legislation but will work to ensure good practice in equal opportunities towards those groups through this policy.

Responsibilities

The members of Upper Norwood Joint Library Committee are ultimately responsible for delivering equalities. It is the Committee Members' responsibility to provide overall direction, management and ownership of the policy.

The Chief Librarian and senior staff team are responsible for delivering the policy and will be accountable for its implementation. The management team will ensure that all Committee Members, staff, contractors and other organisations working with the Upper Norwood Joint Library, are aware of, understand and abide by the content of this policy.

Managers and supervisors have a responsibility to familiarise themselves with the policy and ensure that it is distributed and understood by all staff. Managers and supervisors are responsible for ensuring that they themselves progress the policy and that their staff actively implement the policy and mainstream its provisions.

Every individual member of staff has the responsibility to read, understand and implement the policy.

Complaints

If a service user has a complaint against the Upper Norwood Joint Library, the Library policy provides for a three level procedure. In the first place they should contact the Deputy Chief Librarian, or another member of the management team. If the complainant is not satisfied with the response, the complaint should then be referred to the Chief Librarian who will arrange for the complaint to be investigated on their behalf. If the complainant is still dissatisfied they can refer the complaint to the Upper Norwood Joint Library Committee.

If a member of staff feels that he or she has been discriminated against, they should follow the Upper Norwood Joint Library's grievance procedure. In cases of harassment, the Library will follow the procedures laid down in its policy for harassment and bullying.

Complaints of discrimination will be taken seriously. The Upper Norwood Joint Library will take corrective action including disciplinary action against members of staff in breach of the policy within agreed procedures where there is evidence that the policy has been abused or ignored.

Equal Opportunities Monitoring Form

This sheet will be separated from the rest of the application form immediately on receipt and before the selection of candidates for interview takes place. Your answers will be treated in the strictest confidence and the information you provide will only be used for monitoring purposes.

Post applied for

Family name

Other name(s)

Do you consider yourself to have a disability

Yes **No**

(i.e. a physical or mental impairment which has a substantial and long term effect on your ability to carry out normal day-to-day activities)?

All shortlisted candidates will be invited to advise us if they have a disability and whether they require specific arrangements to be made when called for interview.

Which of the following best describes your ethnic group? Please tick one box only.

A) White: British Irish Other

B) Mixed: White and Black Caribbean White and Black African White and Asian
Other

C) Asian or Asian British: Indian Pakistani Bangladeshi Other

D) Black or Black British: Caribbean African Other

E) Chinese or Other Ethnic Group: Chinese Other

If you ticked '**Other**' please specify:-

To which one of the following age groups do you belong?

Under 20 20-29 30-39 40-49 50-59 60 or over

How would you describe your sexuality? Please tick one box only.

Heterosexual Gay Man / Lesbian Bisexual Transgender Prefer not to say

What is your gender?

Male

Female