

Equality & Diversity Policy

1. Introduction

1.1 London TravelWatch is committed to supporting, developing and promoting equality and diversity in all its practices and activities. We aim to establish an inclusive culture free from discrimination and based upon the values of dignity, courtesy and respect. We want our workforce to be truly representative of all sections of society where each member of staff feels respected and able to give of their best.

2. Policy Statement

2.1 London TravelWatch is committed to promoting equality in all its activities. We aim to provide a workplace that embraces diversity, to provide services which are free from discrimination and to promote policies that avoid unfair treatment for transport users.

As an employer:

- we aim to provide equality and fairness for all and not to discriminate on grounds of gender, marital status, race, ethnicity, nationality, disability, sexual orientation, religion or age – the ‘protected characteristics’ specified in the Equality Act 2010;
- we will not tolerate discrimination, harassment, bullying or victimisation;
- all employees, whether part-time, full-time, temporary or permanent will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All members of staff will be helped and encouraged to develop to their full potential so that their talents can be fully utilised to the benefit of the organisation.

In providing services to the public as a complaints appeals body:

- we will design our services to be accessible to all who need to use them;
- we will train our staff to be sensitive to the needs of different people;
- we will monitor the feedback we receive from people who have used our services and regularly review this to ensure that the service we provide is delivered fairly;

In our research and lobbying work:

- we will consider equalities and inclusion in all our work and set out the implications of these in our reports to public Board and Committee meetings.
- we consider the impact on disadvantaged transport users, or those who find themselves in vulnerable situations, particularly those with mobility impairments, when prioritising our work.
- we ensure our published information is accessible and follows good practice guidelines.

3. Recruitment, Employment and Development

Recruitment and Selection

- 3.1 All recruitment decisions are based solely on the relevant merits and abilities of the candidates. Those involved in recruitment and selection will not discriminate, either directly or indirectly, in the making of those decisions.
- 3.2 All applicants for posts within the organisation shall be given as much clear and accurate information in advertisements, job descriptions and interviews as necessary to enable them to gauge their suitability for the post. Job descriptions, person specifications and recruitment advertisements will be written on the basis of the essential and justifiable requirements of the position.
- 3.3 Recruitment advertising will encourage applications from all sectors of the community reflecting the organisation's commitment to equality and diversity. Job advertisements will appear in publications and websites appropriate to the audience capable of producing the best candidates (subject to budget considerations).
- 3.4 Individuals who conduct recruitment interviews will be trained to take an unbiased approach and to ask only questions which relate to the job opportunity that are non-discriminatory. Short listing, appointment and rejection decisions will be transparent and justifiable and will be supported by written comments.

Employment

- 3.5 Terms of employment, benefits, facilities and services will be reviewed from time to time in order to ensure that there is no unlawful direct or indirect discrimination in relation to one or more of the protected characteristics.
- 3.6 We are committed to equal pay and equality in terms of employment. We believe men and women should receive equal pay where they are carrying out like work, work rated as equivalent or work of equal value. In order to achieve this London TravelWatch will ensure its pay system is transparent, free from bias and based on objective criteria. To this end an equal pay audit will be undertaken every three years.
- 3.6 Probation and performance appraisal will be clear and transparent and will be applied fairly across all staff. All grading and promotion criteria will be free from prejudice and will be applied equitably and consistently.
- 3.7 Regular briefing sessions and workshops will be held for the staff and Board on equality issues. Equality information is also included in induction programmes.

Learning and Development

- 3.8 London TravelWatch values its staff and will provide them both with the skills and training necessary to do their job well and the opportunities to progress and develop in the organisation. To this end, all staff will have equal access to induction, personal and career development opportunities and facilities.

4. Service Delivery

- 4.1 Our services will be accessible to those who want them within the constraints of available resources. There will be a fair access for everyone which may sometimes mean tailoring our service provision for particular groups.
- 4.2 Access will be interpreted widely to include physical access to buildings and services and the ability to produce information in different forms subject to budgetary constraints.

5. Responsibilities

Responsibilities of Management

- 5.1 Responsibility for ensuring the effective implementation and operation of these arrangements will rest with the Chief Executive. Senior staff and other line managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all staff are aware of the policy and the arrangements, and the reasons for the policy;
- any complaints or grievances concerning discrimination are dealt with properly, fairly and quickly as possible and involve HR.

Responsibilities of Staff

- 5.2 Responsibility for ensuring there is no unlawful discrimination rests with all staff and the attitudes of individuals are crucial to the successful operation of fair employment practices. In particular all members of staff should:

- understand and comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass or intimidate other staff or groups who have or are perceived to have one of the protected characteristics;
- inform their manager if they become aware of any discriminatory practice.

- 5.2 All staff and managers should be aware that any breach of this policy will be treated seriously and may be dealt with under the organisation's disciplinary and grievance procedure.

Responsibilities of the Board

- 5.3 The Chair and members of the Board will actively demonstrate their understanding, belief and support of the policy through their communications and actions on behalf of the organisation.

6. Monitoring

- 6.1 A monitoring system is in place to measure the effectiveness of this policy. The system involves the routine collection and analysis of information on employees by gender, age, ethnic origin, marital status, sexual orientation, religion and belief, grade

and length of service. Information regarding the number of staff who declare themselves as disabled is also maintained.

- 6.2 There are also regular assessments of our recruitment activity to measure the diversity ratio of applicants to shortlisted candidates to appointment. Access to training and development opportunities will also be measured. We will also maintain information on staff who have been involved in proceedings connected with discipline, grievance, bullying and harassment.
- 6.3 Where appropriate equality impact assessments will be carried out on the results of monitoring to ascertain the effect of London TravelWatch policies and the services we provide.
- 6.4 All information collected for monitoring purposes will be treated as confidential and will not be used for any other purpose.
- 6.5 If monitoring shows that the organisation or areas within it are not representative, or that sections of our workforce are under represented at certain levels then an action plan will be developed to address these issues, bearing in mind the size of the organisation and the need for statistically relevant data.