

Equal Opportunities Policy

1 Statement of Intent

- 1.1 Trinity Money Advice Leicester (“TMAL”) is committed to Equal Opportunities and will challenge discrimination. Its Equal Opportunities Policy, giving detailed criteria against which performance can be judged and showing how it will achieve its aims, is stated below at paragraph 3.
- 1.2 TMAL acknowledges that the grounds against which people can be discriminated include, but are not restricted to, the following: age, nationality, race/ethnicity, class, physical or mental state, appearance, gender, HIV status, religion, illness, sexuality, marital status, political beliefs and criminal convictions.
- 1.3 TMAL will provide services that are fully accessible to the general public including the disabled.

2 Details of Service Delivery

- 2.1 TMAL is committed to delivering services that are accessible to all.
- 2.2 TMAL is open to clients by appointment only, by telephone, email or via the website. Volunteers will endeavour to respond to all messages within three working days.
- 2.3 Publicity material will be distributed throughout the local area.
- 2.4 TMAL requires each client to sign an agreement concerning the client’s and TMAL’s right to withdraw services and the client’s freedom to discuss with advisers anything they are unhappy with in connection with debt advice given.
- 2.5 TMAL will make available its Code of Practice on request.
- 2.6 All volunteers will give written assent to the Equal Opportunities Policy.
- 2.7 The planning, implementing and monitoring of the Equal Opportunities Policy for TMAL is carried out periodically by the Management Team, with input from any debriefing sessions with TMAL volunteers.

3 Equal Opportunities Policy

TMAL is committed to equality of opportunity and to a pro-active and inclusive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture, and values diversity.

Subject to statutory provisions no volunteer or client will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic



or national origin, colour, disability, sexual orientation, religion, or age.

If any person, whether volunteer or client, considers that he or she is suffering from unequal treatment on any of the above grounds further to TMAL's act or omission, he or she may make a complaint, which will be dealt with through the agreed procedures for complaints or grievances or the procedures for dealing with bullying and harassment, as appropriate.

TMAL will take active steps to promote good practice. In particular it will:

- Promote equality of opportunity;
- Promote good relations between people of different racial groups, between women and men and between disabled and non-disabled people;
- Have due regard to the need to eliminate discrimination on grounds of race, sex, disability, and all other grounds set out in the statement on equal opportunities;
- Subject its policies to continuous assessment in order to examine how they affect all under-represented groups, especially ethnic minority clients and advisers, women, and disabled clients and advisers, and to identify whether its policies help to achieve equality of opportunity for all these groups, or whether they have an adverse impact;
- Monitor the recruitment and progress of all advisers and clients, as appropriate, paying particular attention to the recruitment and progress of ethnic minority clients and advisers, women and disabled clients and advisers;
- Promote an inclusive culture, good practice in dealing with clients and good management practice, through the development of codes of best practice, policies and training;
- Take positive action wherever possible to support this policy and its aims, and
- Publish this policy widely amongst clients and advisers, together with policy assessments and results of monitoring.

3.1 Equal Opportunities Monitoring

In order to ensure the effective operation of the equal opportunities policy (and for no other purpose), a record will be kept of all advisers' and clients' gender, racial origins and disability.

Where necessary, advisers and clients will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted. Such records will be analysed regularly and appropriate follow-up action taken.

3.2 Statutory Obligations

TMAL will meet all statutory obligations under relevant legislation and, where appropriate, anticipate future legal requirements signalled under EU Directives. TMAL will adhere to the Codes of Practice issued by the Equal Opportunities Commission and the Commission for Racial Equality, together with the Codes of Practice on Disability and Age Diversity. These Codes are not legally binding (though they are admissible as evidence in Employment Tribunals) and TMAL supports them fully.



The policy will be amended as appropriate to meet the demands of future legislation.

3.3 Co-operation

The co-operation of all advisers is essential for the success of this policy. However, ultimate responsibility for achieving the policy's objectives, and for ensuring compliance with the relevant Acts of Parliament as well as the various Codes of Practice, lies with TMAL Management. Behaviour or actions against the spirit and/or the letter of the laws on which this policy is based will be considered serious.

