



Equal Opportunities & Diversity Statement

The Leicester Family Contact Centre (LFCC) aims to provide services of equal quality to all children and families and recognises that it is necessary to take action to address all types of discrimination. LFCC exists within a multi-cultural and multi-faith society and aims to serve all sections of our community. We welcome families and volunteers of any background. Although based in a church building, we are an independent group and welcome people of all faiths and none. The Centre recognises the danger of making assumptions based on gender and seeks wherever possible to avoid doing so.

No volunteers or families should receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin; sex; marital status or caring responsibility; sexual orientation; age; physical, sensory, or learning disability; mental health; political or religious beliefs; class; HIV status; employment status; unrelated criminal convictions; union activities. Nor will such a person be disadvantaged by conditions or requirements which cannot be shown to be justifiable. This principle applies to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

Definitions

- Equal Opportunities ensures that policies, procedures, and practice within LFCC do not discriminate against the people within it. It is about treating people fairly and equally regardless of who they are, their background or their lifestyle.
- Diversity ensures that all people are valued as individuals and can maximise their potential and contribution to LFCC and to the community. It recognises that people from different backgrounds can bring fresh ideas and a different approach, which can make the way we work and learn more fun, more creative, more efficient, and more innovative.

Aims and Objectives

LFCC seeks to provide services that are accessible and supportive and respect the dignity of children and families. We aim to welcome everyone in as inclusive a way as possible.

1. Every effort should be made to ensure compliance with legislation on discrimination and equality (Disabled Persons Employment Acts of 1944 and 1958, the Sex Discrimination Act 1975 and the Race Relations Act 1976, Disability Discrimination Act 1995).
2. In the appointment of new volunteers, we actively promote equality of opportunity for all with the right mix of talent, skills, and potential. We welcome applications from a wide range of people, not excluding those with criminal records. This would be subject to disclosure by the Disclosure and Barring Service.
3. Every effort should be made to recruit volunteers that reflect the ethnic origin of service users, particularly where volunteers have language skills in addition to English.
4. It is important that volunteers from minority backgrounds feel supported and valued. Having committee members from minority ethnic backgrounds will assist in giving confidence to volunteers and centre users and raise the profile of issues of race and culture.

5. Training sessions and materials should always include examples of situations from a range of different backgrounds.
6. The centre recognises the difficulties that face service users whose first language is not English. We encourage families to bring their own interpreter for their pre-visit appointment to the centre for introductions and explanations.
7. The centre recognises that the play and reading materials available should appeal to children and families regardless of age, gender, disability, sexual orientation, and ethnic background as far as is practical. Provision can be made for families to mark special festivals although sensitivity should also be shown to families not participating in such festivals.
8. To enable any visually impaired user of the centre to access the Welcome Information, a large print version of the Welcome leaflet is kept in the Saturday folder and made available to new users.
9. Racist language or other offensive remarks will not be tolerated in the centre, and anyone acting in such a way will be asked to leave. The centre needs to ensure that all its literature and correspondence are free from language that is oppressive in nature and may cause offence.
10. Volunteers are made aware of the existence and need to abide by the equal opportunities policy through the Volunteers leaflet. Centre users are made aware of the existence and need to abide by the equal opportunities policy through the Welcome leaflet.
11. This policy will be reviewed on an annual basis.