

Norfolk County Council, Adult Learning

Equality Diversity and Inclusion

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Operating Procedure Statement

Adult Learning is committed to promoting equality of opportunity, eliminating unlawful discrimination, harassment, and victimisation, and promoting good relations so that our ethos and culture proactively counter any form of direct or indirect discriminatory behaviour.

We provide an environment that respects and celebrates difference and identity. We value everyone, irrespective of age, disability, sex, gender reassignment, gender identity, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion, belief, or whether someone is married or in a civil partnership.

Our leaders, staff and learners do not tolerate prejudiced behaviour and the active promotion of fundamental British values is at the heart of our work.

We actively remove unjustified barriers to success, including those resulting from socio-economic disadvantage, so that everyone can realise their full potential.

Who is this operating procedure for?

This operating procedure applies equally to members of our Steering Group, anyone who is employed by or volunteers for the service, our Norfolk County Council colleagues, subcontractors and internal commissioning colleagues, partners, our learners, and employers who we work with and others we encounter, including through partnerships or the wider community and other stakeholders.

Whose responsibility is equality and diversity?

Promoting equality of opportunity and British values, raising awareness of, and celebrating diversity and proactively tackling discrimination, victimisation, harassment, stereotyping, radicalisation and bullying as well as socio-economic disadvantage are the responsibility of the service's Steering Group, all staff, including Norfolk County Council colleagues, and subcontractors.

- a) Steering Group members, leaders and managers in the service have a responsibility to ensure that this operating procedure is understood and implemented by all staff and the service's subcontractors, Norfolk County Council colleagues, learners, and employers who the service works with and other stakeholders.
- b) All Steering Group members, staff, subcontractors, volunteers, and Norfolk County Council colleagues who work with the service have a legal duty to:
 - a. Actively promote all forms of equality and diversity and not discriminate against anybody especially those with protected characteristics (Equality Act 2010)
 - b. Promote the British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs (Counter Terrorism and Security Act 2015)
 - c. Expect learners and employers who the service works with to respect other people, with regard to the protected characteristics (Equality Act 2010)

The protected characteristics are:

- Age
- Disability
- Race
- Religion and belief
- Sex
- Gender reassignment
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

All learners have a responsibility to comply with the service's Code of Conduct and proactively prevent all forms of discrimination and bullying and show respect for others' ideas and points of view.

Staff have a responsibility to suppliers, subcontractors, internal commissioning colleagues, partner organisations, employers, and other stakeholders with whom they work or meet with to ensure that they are aware of our duties under the Equality Act 2010 and the Counter Terrorism and Security Act 2015 and ensure that their own policies and practices are compliant, non-discriminatory and promote British values.

How will the Service promote equality and diversity and British values?

We will:

- a) Create a trusting, welcoming and supportive environment, and inclusive culture so that everyone can fully participate and achieve their potential
- b) Make sure that access to opportunities in work, learning and through our partnerships acknowledges equality and diversity and British values and that we take every step to assess any negative impact and address it, ensuring that physical, socio-economic, and other barriers are minimised
- c) Actively promote equality and diversity, enabling learners to consider different cultures and explore the values and beliefs of modern Britain through our curriculum, learning programmes, in all lessons and during workplace reviews
- d) Exemplify British values through our personal behaviour and in interaction with learners, employers who we work with and colleagues
- e) Enable all staff and learners to develop to their full potential
- f) Provide equality awareness training for staff, including where necessary, partners and subcontractors, equipping them with the skills to promote equality, diversity and British values and enable them to challenge inequality and discrimination if they encounter it
- g) Ensure that learners and employers who we work with understand our operating procedure and comply with our Code of Conduct
- h) Expect learners and employers who we work with to challenge inequality, discrimination and bullying if they encounter it and respect others' ideas and points of view
- i) Make sure that resources do not discriminate against any individual or group and embed equality and diversity practice through what we do and how we do it
- j) Identify, act on, and monitor any findings that may have adverse impact on staff, learners, and

- others who we come into contact within the course of our work environment
- k) Focus on meeting the needs of the wider community, in particular individuals, groups and communities that face socio-economic disadvantage
 - l) Set ourselves challenging and time bound targets and monitor how we have performed against these targets
 - m) Assess new and existing operating procedures, statements of intent and practices to make sure that they are accessible and non-discriminatory
 - n) Monitor the curriculum and learning environment to make sure that they are accessible and non-discriminatory
 - o) Aim higher by listening, responding to, and caring for everyone who works for, or uses our service and the wider community that we serve
 - p) Use our Learner Disciplinary Operating Procedure to manage the conduct and behaviour of learners
 - q) Have a robust complaints operating procedure which responds proactively
 - r) Monitor and identify where there are gaps in our provision or workforce in any protected group and take steps to increase participation or recruitment and reduce achievement gaps where they exist
 - s) Offer support to staff or learners who require it
 - t) Ensure that access to information about equality and diversity and British values is available through a diverse range of media
 - u) Aim for continuous improvement through the Service's Performance Management process and Quality Improvement Plan
 - v) Champion equality and diversity and British values throughout Norfolk County Council and our partner organisations
 - w) Ensure all staff are aware of and are encouraged to follow the advisory networks, employee networks and EDI section on My net
 - x) Equality impact assessments help Adult Learning to consider the impact of proposals or service changes on people with protected characteristics. They are essential for ensuring that inclusive design is built into proposals. If a proposal affects significant numbers of potentially vulnerable people, staff or learners.

We will also investigate any incidence or allegation of harassment, bullying, discrimination, victimisation or abuse and act upon the findings in line with our Learner Disciplinary Procedure. Staff should adhere to the Equality Monitoring Guidelines.

How will the Service monitor compliance?

We will:

- a) Establish performance indicators for recruitment and achievement for both learners with protected characteristics and learners from disadvantaged backgrounds and communities
- b) Regularly monitor performance data to identify gaps in provision and/or outcomes for learners through the service's Steering Group and Quality Improvement Plan
- c) Regularly self-assess our performance

- d) Report and record any incident of unlawful discrimination, harassment or victimisation of an individual who works in or uses our service
- e) Conduct Observations of Teaching, Learning and Assessment and Learning Walks
- f) Monitor the take up of continuing professional development of staff
- g) Conduct learner feedback surveys and forums
- h) Monitor the equality and diversity processes and procedures of our subcontractors and internal commissioning colleagues through the due diligence process and contract management visits
- i) All new staff undertake induction training which includes a module on behaviour and conduct expectations (standards at work). E-learning modules are also mandatory for all staff.

Please report a concern to: al.safeguarding@norfolk.gov.uk