



Equality, Diversity and Human Rights



Registered Charity 1092333

www.hartfirstresponse.org.uk



Why are we here?

- Raise awareness and engage volunteers
- Develop skills and competence
- All types of prejudice, abuse, harassment, victimisation direct and indirect discrimination are **unacceptable**
- To enable us to provide volunteering opportunities and responsive and accessible services to **ALL**
- Legal responsibility
- Moral and ethical duty to understand diverse patient and public needs



Ground Rules

- Hear and respect what others have to say
- Ask questions
- Be open and honest
- Respect confidentiality





Learning Outcomes

UNDERSTAND

- Equality and Diversity
 - Direct & Indirect Discrimination
 - Harassment
 - Victimisation
 - Protected characteristics
- The value of a diverse volunteer force
- Equality Act 2010

BE AWARE OF

- HFR Equality and Diversity policy
- Current and impending legal framework around Equality and Diversity
- Stereotypical behaviours, prejudice and discriminatory attitudes and how to challenge them

BE ABLE TO

- Act to support equality and value diversity



How many?

- How many people in the UK have a disability?
1 in 5, 1 in 25, 1 in 55
- What percentage of disabled people are born with their disability?
1%, 8%, 28%
- What percentage of people with disabilities are wheelchair users?
50%, 15%, 5%
- If you were in a room with 100 people how many of them would have dyslexia?
4, 34, 99
- Most disabilities are associated with:
Motoring accidents, Sports injuries, Age

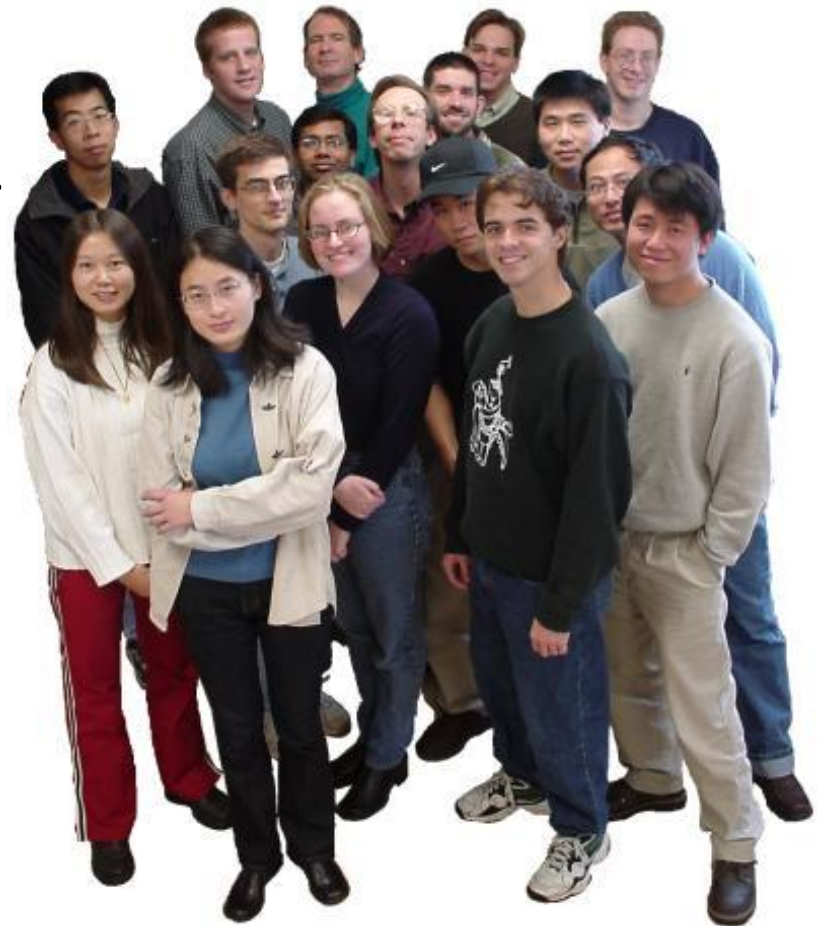


Where do you stand at the moment?

Volunteering diversity

- Try: Martians and Tree lovers
- Go to the link on the Volunteering England website - click here:

<http://www.volunteering.org.uk/component/gpb/training&qh=YToyOntpOjA7czo3OiJtYXJ0aWFuIjtpOjE7czo4OiJtYXJ0aWFnYyI7fQ==>





Diversity and volunteering

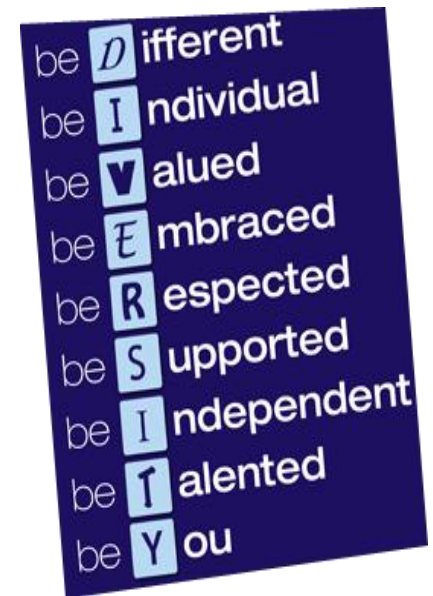
What can we do differently?

- Barriers to volunteering
- Attitudes towards volunteering
- Personal strategies for coping with the barriers
- How can HFR be more inclusive
- How can individuals be more inclusive



Protected Characteristics

- age
- disability (a person is disabled if they have a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities)
- gender reassignment
- marriage and civil partnership
- race
- religion or belief (or lack of religion or belief)
- sex
- sexual orientation
- pregnancy and maternity





What is Equality and Diversity?

Equality

- The term 'equality' means that everyone should be treated fairly. It recognises that everyone has individual needs and that they have the right to have their needs respected.

Diversity

- The term 'diversity' has many definitions, but they all tend to embrace the notion that our background, knowledge, skills, aptitudes and experiences are all different and that our differences should be valued and appreciated.



Benefits of Equality & Diversity

- Diversity initiatives may lead to savings on recruitment and training
- Organisations can adopt more flexible working practices
- An organisation may have access to a wider pool of candidates





National Statistics

SEXUAL ORIENTATION

- Estimated between 1.3 million and 1.9 million lesbian gay and bisexual people in employment
- Could be between 26,000 (2.2 %) and 39,000 (3.3 %), gay, lesbian or bisexual staff working in the NHS

DISABILITY

- 10 million disabled people in the UK which represents approximately 18% of the population
 - Up to 174,000 disabled people working within the NHS
- 7 out of 10 people become disabled during working lives





Barriers to inclusion

- Negative attitudes - Lack of understanding
- Poor physical access
- Lack of suitable facilities
- Inappropriate formats of information
- Inappropriate methods of communication
- Lack of opportunities in employment - or level of role
- Lack of opportunities for social inclusion



Stereotyping



What is stereotyping?

where you assume people have certain behaviours or attitudes that a 'type' of person is expected to exhibit

Exercise

You are on the Apprentice and need to design the best selling toys - write down the stereotypical characteristics for the following toys: paramedic, doctor, nurse, secretary, teacher, bus driver, gardener

Using the following categories: age, disability, gender reassignment, marriage and civil partnership, race, religion, sex, sexual orientation, pregnancy and maternity



Prejudice



Definition: where you pre-judge a person or group of people without prior knowledge of them

In its most unproductive form, stereotyping can lead to prejudice

“The tendency to see differences as weaknesses”



Discrimination

- When we start to make judgements about individuals based on our views about their culture, gender, race, lifestyle, age etc. rather than on their unique abilities, or personality or character, then we are in danger of acting in a discriminatory way
- Definition: where someone directly or indirectly treats a person or group of people unfavourable on the grounds of race, colour, nationality, ethnicity, age, religion, gender reassignment, sexual orientation, marital status or disability. This covers all behaviour including remarks and insinuation, both verbal and non-verbal, which cause offence.



Types of Discrimination

- **Direct Discrimination** is where someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic
- **Indirect Discrimination** can happen when there is a condition, rule, policy or even a practice in your organisation that applies to everyone but particularly disadvantages people who share a protected characteristic



Types of Discrimination

- **Victimisation** is where a volunteer is discriminated against for making a complaint, intending to make one, or supporting another person making a complaint. Examples may include: Denying promotion or training; Sending to Coventry
- **Harassment** is where someone's dignity is violated or an intimidating, hostile, humiliating or offensive environment is created by unwanted conduct.



Some facts

- The minimum font size the Royal National Institute for the Blind recommend for use in printed public documents is **12 - 14 point**
- Women still earn on average **22.6%** less per hour than men.
- In cases of discrimination, the maximum amount of compensation that can be awarded is **unlimited**
- Ethnic minorities make up **8%** of the UK population
- People from ethnic minorities are still **13% less** likely to find work than a white person.
- By 2032 there will be an estimated **16.1 million** people aged over 65 - equivalent to almost one in four of the population.
- **One in five** older people are unsuccessful in getting quotations for motor insurance.



Brown eyes vs. blue eyes

- Watch this youtube film – click on the link:

<http://www.youtube.com/watch?gl=US&v=Hqp6GnYqIjQ>



Delivering culturally sensitive healthcare

Factors to consider:

- Finding out about a patients/employees culture, ethnic background & language as early as possible
- Promote translation & interpretation services
- Understand dietary needs
- Arrange same sex examinations if necessary & ensure privacy



Human Rights Act 1998

- Upholds European Convention on Human Rights
- You have the responsibility to respect other people's rights, and they must respect yours
- If any of these rights and freedoms are breached, you have a right to an effective solution in law, even if the breach was by someone in authority, such as, for example, a police officer



Your human rights are:

1. the right to life
2. freedom from torture and degrading treatment
3. freedom from slavery and forced labour
4. the right to liberty
5. the right to a fair trial
6. the right not to be punished for something that wasn't a crime when you did it
7. the right to respect for private and family life
8. freedom of thought, conscience and religion, and freedom to express your beliefs
9. freedom of expression
10. freedom of assembly and association
11. the right to marry and to start a family
12. the right not to be discriminated against in respect of these rights and freedoms
13. the right to peaceful enjoyment of your property
14. the right to an education
15. the right to participate in free elections
16. the right not to be subjected to the death penalty



Public Sector Equality Duty 2011

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it
- Foster good relations between people who share a protected characteristic and people who do not share it
- HFR is not a public body - but these 3 aims are still important to us





HFR

- Equality and diversity (ED) policy:
 - HFR is committed to promoting equality of opportunity to its volunteers. Every possible step will be taken to ensure that individuals are treated fairly within all aspects of volunteering. This applies to both HFR volunteers and anyone else they come into contact with including other health professionals, event organisers and participants and patients
 - HFR views all incidents of this nature seriously and will take appropriate action against those who are found to have discriminated against others
- Point of contact: Martin is the ED Officer
- HFR provides regular ED training



Requirements for volunteers

Volunteers must:

- comply with the law and with HFR's equality and diversity policy
- treat everyone with respect and dignity
- not make derogatory comments or act in a way that might cause distress or embarrassment to co-volunteers, patients, carers or the public, whether intentionally or not
- not unfairly discriminate or ask anyone else to do so
- not engage in harassment or bullying behaviour
- respect people's beliefs
- report inappropriate behaviour immediately.



Acknowledgements and References



Halton and St Helens **NHS**

Primary Care Trust

- EduCare Equality and Diversity training
- Public sector Equality Duty

<http://www.homeoffice.gov.uk/equalities/equality-act/equality-duty/>

- <http://www.yorkcollege.ac.uk/equalityanddiversity/quizzes/challenge-yourself-quiz.html>

- Group Training Exercise designed by Adam May, Consultant Director of Training for Volunteering England -

<http://www.volunteering.org.uk/missions.php?id=332>

- The Equality and Human Rights Commission

<http://www.equalityhumanrights.com>

- Government Equalities Office <http://www.equalities.gov.uk>

- About Equal Opportunities <http://www.aboutequalopportunities.co.uk>