



NCVO WORKFORCE DEVELOPMENT

DIVERSITY RESOURCES FOR VOLUNTARY AND COMMUNITY ORGANISATIONS

Introduction

The promotion of diversity is a key priority for many voluntary and community organisations, as it clearly links with their work to promote and champion equality in society.

Furthermore, the sector is a major provider of public services, so there is a need to be able to give evidence of good equality practice when tendering for services.

This resource is intended to help you find the diversity information you need to develop your organisation. It will help you find information about:

- Equality legislation and your obligations as an employer
- How to achieve best practice
- How to audit and monitor diversity
- How to raise awareness
- How to deal with specific equality issues.

The resource is produced on behalf of the Workforce Development team at NCVO and it therefore concentrates on the *employed* workforce. However, many of the resources will be equally useful in the fields of volunteering and service provision.

The document is set out as follows:

Section 1 – general diversity resources

Section 2 – resources on race equality

Section 3 – resources on disability equality

Section 4 – resources on gender equality

Section 5 – resources on sexual orientation equality

Section 6 – resources on religion or belief equality

Section 7 – resources on age equality

Section 8 – resources on working parents and working carers

SECTION 1

General diversity resources

Background to this section

British society is changing. Here are just a few examples:

- 41% of people in London classify themselves as not being 'White British'
- The fastest growing minority ethnic group in the UK is 'mixed'
- Over the period 2005 to 2020 the number of people aged 50 and over is expected to increase from 19.8million to 24.5million (23.5% increase)
- Over 50% of mothers of children under 5 now work.

This section will help you to gain information about key diversity concepts and help you to develop plans to recruit, retain and value a diverse workforce. If your workforce reflects the diversity of society, you are more likely to be able to reach all parts of society with the services you provide.

Acas

Acas has a general advisory booklet entitled 'Delivering Equality and Diversity.' It will help you to:

- Review your existing equality policy and action plan – or write a new policy if you don't have one.
- Monitor how the policy is working in practice.
- Take action, where it is needed, to address inequality or promote diversity.

This guide also contains a sample equality policy and monitoring form.

Helpline 08457 47 47 47

Helpline (Minicom users): 08456 06 16 00

To order publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@eclogistics.co.uk

www.acas.org.uk.

bassac

bassac stands for the British Association of Settlements and Social Action Centres. bassac has a toolkit for community organisations called 'Development through Diversity.' It is available from the bassac website, www.bassac.org.uk, price £10. You can also purchase case studies linked to the toolkit, for an additional £2.50.

bassac

33 Corsham Street,

London,

N1 6DR

tel 020 7336 9442

Fax: 0845 241 0376

Email: info@bassac.org.uk

www.bassac.org.uk

Business Link

The Business Link website has information targeted at small organisations, on the key points an employer needs to know about equality legislation and diversity. Go to the Business Link website and search under 'prevent discrimination and value diversity.'

You can also get in contact with a local Business Link adviser, to receive telephone advice. Call the national helpline to be put in touch with your local adviser.

National helpline: 0845 600 9 006
National helpline (minicom users) 0845 606 2666
www.businesslink.gov.uk

Chartered Institute of Personnel and Development

You can download a diversity calendar, giving information on religious and secular dates, from the CIPD website. Go to www.cipd.co.uk and enter 'diversity calendar' in the search box.

The CIPD also produces factsheets on: harassment and bullying at work; disability and employment; equal pay; race and religion; sex discrimination, sexual orientation and gender reassignment; and employing people with criminal records.

Go to: www.cipd.co.uk/factsheets

Chartered Institute of Personnel and Development
151 The Broadway
London
SW19 1JQ
Tel: 020 8612 6202
www.cipd.co.uk

Directgov

The Directgov website has information on each aspect of equality legislation. Although it is targeted at *employees*, the information contained is also useful for employers.

Go to www.directgov.org.uk and search under 'discrimination at work.'

Directory of Social Change

The DSC has produced the following diversity publications:

'Making People Welcome (Sourcebook of Diversity)'. This publication aims to assist employers to handle sensitive issues and can be referred to for specific queries. There are four sections: illness and disability, religion, nationality and demographics. Price £35.

'Cultural Diversity Guide'

This provides information on cultural diversity. The ten chapters featured are African-Caribbean, Bahá'í, Buddhism, Chinese, Christianity, Hinduism, Sikhism, Judaism, Islam and Mixed Race. Price £6.99.

Directory of Social Change
24 Stephenson Way
London NW1 2DP

Tel: 020 7391 4800
Fax: 020 7391 4808
Email: enquiries@dsc.org.uk

www.dsc.org.uk.

Diversity works for London

Diversity works for London is funded by the London Development Agency. It has a free, online resource, called the Gold Standard Diversity System, designed for businesses of all sizes. The website also has a wealth of information to help organisations to develop diversity.

www.diversityworksforlondon.com

Equality and Human Rights Commission

The Commission's website has extensive online resources covering the six equality strands.

There is an 'advice and guidance' section for employers, which can be found at: www.equalityhumanrights.com/advice-and-guidance/information-for-employers.

The website also has useful guidance for small and medium sized businesses, at www.equalityhumanrights.com/advice-and-guidance/here-for-everyone/here-for-business/guidance-for-small-and-medium-size-businesses. Soon to be published here is the Commission's '*Straightforward answers to... 50 Difficult questions on equality and good employment practice.*'

Helplines for the EHRC

England: 0845 604 6610
textphone 0845 604 6620

Scotland: 0845 604 5510
textphone 0845 604 5520

Wales: 0845 604 8810
textphone 0845 604 8820

Email: info@equalityhumanrights.com

www.equalityhumanrights.com

Investors in Diversity

The Investors in Diversity (IiD) standard provides a route map to help organisations to adopt, develop and benchmark behaviours and practices which promote inclusion, equality, diversity and achievement.

For information on becoming an Investor in Diversity, go to the National Centre for Diversity's website: www.nationalcentrefordiversity.com.

National Centre For Diversity
Unity Business Centre
Unit A2

26 Roundhay Road
Leeds LS7 1AB

Tel: 0113 2425522
Fax: 0113 3411838

www.nationalcentrefordiversity.com.

National Council for Voluntary Organisations (NCVO)

NCVO has produced the following guides:

- *'Making Diversity Happen! A guide for voluntary organisations.'* The guide provides checklists and practical examples to assist you with developing diversity in your organisation. Available from NCVO, price £15, at www.ncvo-vol.org.uk/publications.
- *'How to manage diversity.'* This guide includes an overview of diversity legislation and a good practice checklist. The guide is downloadable for free by going to www.ncvo-vol.org.uk/advice-support/workforce-development and then clicking on 'how to guides'.
- *'Are you looking at me?.'* This is a toolkit for recruiting a diverse workforce, price £30, available from www.ncvo-vol.org.uk/publications.

NCVO
Regent's Wharf
8 All Saints Street
London N1 9RL

Helpline: 0800 2 798 798 (9.00am to 5.00pm)

Textphone: 0800 01 88 111 (minicom)

Email: helpdesk@askncvo.org.uk

www.ncvo-vol.org.uk

OLMEC

Olmec has produced a *'Guide to Equality and Diversity in the Third Sector'*, downloadable from the publications section of www.olmec-ec.org.uk. This toolkit takes third sector organisations through every stage of their diversity plans. It also contains information on legislation and where to find out more information.

Olmec
47-49 Durham Street
Vauxhall
London
SE11 5JA
Tel: 0845 880 0110

www.olmec-ec.org.uk

SECTION 2

Resources – race equality

Background to this section

People from black, Asian and minority ethnic (BAME) communities will account for more than half of the increase to the working age population in the next 10 years.

Yet race discrimination still exists. For example, Research published on 19 October 2009 by the Department for Work and Pensions (DWP), showed discrimination occurred for those applying for jobs with a name suggesting they were from an ethnic minority, rather than white British. For every nine applications sent by a white applicant, an equally good applicant with an ethnic minority name had to send sixteen to obtain a positive response.

Quite apart from moral arguments for race equality, and regardless of whether discrimination is intentional or subconscious, it can cost. There is no limit on the award that can be made by an employment tribunal in a race discrimination case.

It is important for you, as an employer, to understand race discrimination and understand what you need to do to positively promote race equality.

Black Training and Enterprise Group (BTEG)

BTEG aims to achieve improvements for black people nationally, including in the area of employment. It provides a voice to government for black and minority ethnic service providers and supports over 600 third sector organisations across the country.

Black Training and Enterprise Group
2nd Floor, Lancaster House
31-33 Islington High Street
London
N1 9LH
Tel: 020 7843 6110
Fax: 020 7833 1723
Email: info@bteg.co.uk
www.bteg.co.uk

BME Information Service

The BME Information Service of Yorkshire and the Humber Regional Forum provides information and resources on BME issues.

Regional Forum
Suite D10
Joseph's Well
Hanover Walk
Leeds
LS3 1AB

Tel: 0113 394 2300
www.bme.org.uk

B:rap (Birmingham Race Action Partnership)

B:rap produces the following diversity resources, which you can purchase at low cost from its website:

- *The Busy Employers Guide to Equalities*. This publication 'aims to provide a better understanding of some of the basic issues that often puzzle people.'
- *Equality Speak*, 'an introductory resource to help us better understand the origins and contested nature of some of the race equality terms in common usage.'
- *Rethinking Recruitment*, 'this guide is about rethinking common problems and explanations, and offers new, evidence-based interpretations'.

B:rap also has a number of free briefing papers and reports which can be downloaded from its website.

B:rap
Edgbaston House (9th Floor)
3 Duchess Place
Hagley Road
B16 8NH
Birmingham
Tel: 0121 456 7400
Fax: 0121 456 7419
brap@brap.org.uk

www.brap.org.uk

Consortium of Bengali Associations (CBA)

CBA provides a range of services including training to promote the role of the Bengali voluntary and community sector in the United Kingdom.

CBA
100 Gatesden, Argyle Street
London WC1H 8EB
Tel: 020 7713 8610
www.cba.dsl.pipex.com

Council of Ethnic Minority Voluntary Sector Organisations (CEMVO)

CEMVO's work includes supporting capacity building of ethnic minority voluntary sector organisations, and providing training and consultancy services.

CEMVO
Boardman House
64 Broadway
Stratford, London
E15 1NG
Tel: 020 8432 0200
Fax: 020 8432 0001
Email: enquiries@cemvo.org.uk

www.cemvo.org.uk

Race for Opportunity

Race for Opportunity is a campaign run by Business in the Community.

You can find benchmarking and good practice information from the Race for Opportunity website. A benchmarking report, '*Transparency at the Heart of Diversity*', examines data from 79 organisations and is free to download.

www.bitc.org.uk/workplace/diversity_and_inclusion/race/rfo.html

Business in the Community
137 Shepherdess Walk
London
N1 7RQ

Tel: 020 7566 8650

Email: information@bitc.org.uk

www.bitc.org.uk/workplace/diversityandinclusion

ROTA (Race on the Agenda)

ROTA is a social policy think-tank focusing on issues that affect Black, Asian and minority ethnic (BAME) communities.

You can download the following toolkit from the ROTA website:
'Challenging Institutional Racism: a Toolkit for the Voluntary Sector'

Section one of this toolkit provides guidelines on how to change the culture of your organisation from the top and how to recruit, develop and support a diverse range of trustees, volunteers and staff.

Race on the Agenda
Unit 217 & 205, Waterloo Business Centre
117 Waterloo Road
London SE1 8UL
Tel: 020 7902 1177
Fax: 020 7921 0036
Email: rota@rota.org.uk

www.rota.org.uk

Trades Union Congress (TUC)

Whilst the TUC is a body for employees, many of its publications are also useful for employers. The TUC has the following publications which can be purchased from its website:

'Black Voices at Work'
'Challenging Racism at Work'
'Rooting Out Racism: Stephen Lawrence Task Group report'

Trades Union Congress
Congress House
Great Russell Street

London
WC1B 3LS
Tel: 020 7636 4030
Fax: 020 7636 0632

www.tuc.org.uk

Voice4Change England

Voice4Change England is a national policy body dedicated to strengthening the BME Third Sector as a positive force for change. It provides a co-ordinated policy voice for BME groups and organisations and supports them to thrive.

Voice4Change England
2nd Floor
Lancaster House
31-33 Islington High Street
London
N1 9LH

Tel: 0207 843 6130

www.voice4change-england.co.uk

SECTION 3

Resources – disability equality

Background to this section

According to the Equality and Human Rights Commission, there are 9.8m people with a disability in the UK, representing 1 person in 7. This is more than the combined population of Wales and Scotland. It is very likely therefore that: you will interview and recruit disabled people; that you have disabled employees in your workforce; and that one of your existing employees may become disabled during the course of their employment with you.

Disabilities are not always plain to see. 1 in 6 people will currently be experiencing problems with their mental health and over half of us will have a mental health problem at some point in our lifetime.

We all lose out if people with disabilities are denied opportunities that would otherwise be open to them. Your responsibility is to ensure that there are no unnecessary barriers to disabled people contributing fully to your organisation. This takes knowledge, consideration and planning.

This section gives you information in two parts: general resources on disability equality; and sources of advice concerning specific disabilities.

3.1 General disability resources

AbilityNet

AbilityNet is a national charity helping disabled people use computers and the internet by adapting and adjusting their technology.

They offer:

- Free factsheets and skills sheets on many aspects of computer adjustments
- A free helpline for individuals who have any disability or health condition that makes using a computer difficult
- A consultancy service and awareness training for organisations.

AbilityNet Technical Centre
Suite 1
Malvern Gate
Bromwich Road
Worcester, WR2 4BN
Tel: 0800 269 545
Fax: 01926 497 425
Courses: 01926 312 847
enquiries@abilitynet.org.uk

www.abilitynet.org.uk

Access to Work (AtW)

Access to Work is a government scheme operated by the Jobcentre Plus service. It provides practical advice and support to disabled people and their employers to help overcome work-related obstacles. It can pay a grant towards certain extra employment costs resulting from disability, such as fares to work if transport is difficult; a support worker; or specialist equipment.

You can find contact details for the Access to Work teams by going to the Jobcentre Plus website www.jobcentreplus.gov.uk, or by calling Jobcentre Plus on 0845 6060 234.

Business Link

The Business Link website has a section entitled '*recruiting and employing disabled people*', which gives introductory guidance. The website also has links to further resources. Go to www.businesslink.gov.uk and search under 'recruiting and employing disabled people.'

Chartered Institute of Personnel and Development

The CIPD has a practical factsheet on disability and employment. Download it at www.cipd.co.uk/factsheets.

Disability alliance

The Disability Alliance aims to relieve the poverty and improve the living standards of disabled people. It is a source of considerable information for disabled employees, with a large number of downloadable factsheets.

Disability Alliance UK
Universal House
88-94 Wentworth Street
London, E1 7SA
Tel: (Voice and Minicom): 020 7247 8776
Fax: 020 7247 8765

www.disabilityalliance.org

Disabled Workers Co-operative

This organisation works to raise the independence of disabled people.

The DWC website has a number of resources, including: a model policy on employing people with disabilities; and a report outlining good practices that employers have adopted to remove barriers to employment for disabled people.

You can place job vacancies targeted at disabled job-seekers for free on this website.

Disabled Workers Co-operative
The Old Vicarage
Myddfai
Carmarthenshire
SA20 0JE
UK

www.disabledworkers.org.uk

Employers Forum on Disability

Employers' Forum on Disability is the UK's employers' organisation focused on disability as it affects business. It supports organisations to recruit and retain disabled employees and to serve disabled customers.

Organisations can become members of the EFD. There are also resources on the EFD website that can be accessed by non-members. These resources include:

Line manager guides: *'working with disabled colleagues'*; *'attendance management and disability'*; and *'reasonable adjustments'*.

'What about disability?' an awareness guide for small businesses.

'The knowledge', a full toolkit providing employers with an inclusive approach to disabled employers and customers. Price £100.

The EFD has its own disability standard which was created to establish a common understanding of what constitutes best practice in disability equality. You can download a copy of the disability standard benchmark report from the EFD website. Further information is available about the standard at www.disabilitystandard.com.

Employers' Forum on Disability
Nutmeg House
60 Gainsford Street
London, SE1 2NY
Tel: 0207 403 3020
Fax: 0207 403 0404

www.efd.org.uk

Equality and Human Rights Commission

The Equality and Human Rights Commission has the following guide: *'Disability, health and employment: a short guide for small and medium sized employers.'*

Go to www.equalityhumanrights.com and enter *'Disability, health and employment: a short guide for small and medium sized employers'* into the search field.

Remploy

Remploy provides support to employers and employees on:

- Employing disabled people
- Access to grants for adaptations to the workplace
- Training
- The law

Remploy Limited
Stonecourt
Siskin Drive
Coventry CV3 4FJ
Tel: 0800 138 7656
Email: info@remploy.co.uk

www.remploy.co.uk

Shaw Trust

Shaw Trust is a national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently. Shaw Trust provides advice on: recruitment, help to retain valued staff, training, in-work support, and ensuring websites are accessible.

Shaw Trust
Fox Talbot House

Greenways Business Park
Bellinger Close
Chippenham
Wiltshire, SN15 1BN
Tel: 01225 716300
Minicom: 08457 697288
Email: employer-engagement@shaw-trust.org.uk

www.shaw-trust.org.uk

Trades Union Congress (TUC)

The TUC has a free publication which can be downloaded from its website, entitled: *'Promoting disability equality'*.

Trades Union Congress
Congress House
Great Russell Street
London WC1B 3LS

Tel: 020 7636 4030
Email: info@tuc.org.uk

www.tuc.org.uk

3.2. Disability-specific resources

Action for Blind People

Provides:

- Advice and support for employers of blind and visually impaired staff
- WORKSTEP: a Jobcentre plus programme designed to help people with disabilities find sustainable work
- Supported employment
- Work experience

Action for Blind People
14-16 Verney Road
London, SE16 3DZ
Tel: 0800 915 4666

www.actionforblindpeople.org.uk

Asthma UK

Provides:

- Information on occupational asthma and causes
- Advice for employers
- Advice about careers
- Information on 'The Workplace Charter'

Asthma UK
Summit House
70 Wilson Street
London
EC2A 2DB

Adviceline: 0800 121 62 44
Tel: 020 7786 4900
Fax: 020 7256 6075
Email: info@asthma.org.uk

www.asthma.org.uk

British Dyslexia Association (BDA)

Provides support and information to people with dyslexia, their families, colleagues and employers.

BDA
Unit 8 Bracknell Beeches
Old Bracknell Lane
Bracknell
RG12 7BW
Tel: 0845 251 9002
Email: admin@bdadyslexia.org.uk
www.bdadyslexia.org.uk

British Stammering Association (BSA)

Provides information and support on stammering.

The British Stammering Association
15 Old Ford Road
London E2 9PJ
Tel: 020-8983 1003
Fax: 020-8983 3591
Email: mail@stammering.org

www.stammering.org

Changing Faces

Provides advice to employers on matters such as: disfigurement facts and figures; recruiting someone with a disfigurement; employee acquiring a disfigurement; improving customer service.

Changing Faces
The Squire Centre
33-37 University Street
London WC1E 6JN

Tel: 0845 4500 275
Email: info@changingfaces.org.uk

www.changingfaces.org.uk

Deaf Aware

Provides deaf equality and awareness training, access auditing and consultancy services.

Deaf Aware
Orchard Court
Boughton
Chester
Cheshire, CH3 5EW
Tel: 0773 244 1383
Email: deafaware@lycos.co.uk or contact@key2equality.co.uk

www.deafaware.com

Mencap

Provides:

- Pathway service, which liaises between people with a learning disability and employers, to help people get and keep a job.
- WorkRight scheme, which supports people with a learning disability into genuine work opportunities with national UK employers.

Mencap
123 Golden Lane
London, EC1Y 0RT
Tel: 020 7454 0454
Fax: 020 7608 3254
Email: information@mencap.org.uk

www.mencap.org.uk

Mental health foundation

Provides a large number of downloadable factsheets about different aspects of mental health.

Mental Health Foundation
9th Floor
Sea Containers House
20 Upper Ground
London, SE1 9QB
Tel: 020 7803 1100
Email: mhf@mhf.org.uk

www.mhf.org.uk

Mind

Provides information on:

- Employing people with mental health problems
- Benefits for people with mental health problems
- Training courses on mental health awareness
- A downloadable leaflet – '*Mind guide to surviving working life*'.

Mind
15-19 Broadway
London E15 4BQ
Tel: 020 8519 2122
Email: contact@mind.org.uk

www.mind.org.uk

MS Society

You can download free publications about Multiple Sclerosis from the MS website, at www.mssociety.org.uk/support_and_services/free_publications/index.html. There is a specific publication about work and MS, called '*working with MS*.'

MS Society
MS National Centre
372 Edgware Road
London, NW2 6ND
Tel: 020 8438 0700
Fax: 020 8438 0701

www.mssociety.org.uk

National Aids Trust (NAT)

The NAT has an employers' section, with a large amount of information about employing people with HIV/Aids. In particular, there is a useful '*guide to unseen disabilities for small businesses*' and a report entitled '*working with HIV*', both of which can be downloaded from the NAT website.

National Aids Trust
New City Cloisters
196 Old Street
London EC1V 9FR.

Tel: 020 7814 6767
Email: info@nat.org.uk

www.nat.org.uk or www.areyouhivprejudiced.org.

People First

People First is an organisation run by and for people with learning difficulties to raise awareness of and campaign for the rights of people with learning difficulties.

Provides: training for employers and staff on matters such as easy read documents; and how to consult with people with a learning disability.

People First
Unit 3.46
Canterbury Court
Kennington Park Business Centre
1-3 Brixton Road
London SW9 6DE

Tel: 020 7820 6655

Email: general@peoplefirstltd.com

www.peoplefirstltd.com

Point of Diagnosis

Point of Diagnosis is a coalition of organisations have come together to ensure people with multiple sclerosis (MS), cancer and HIV are aware that they have protection from discrimination, from the point of diagnosis, under the Disability Discrimination Act.

The website provides an employer's page, with links to further information.

www.pointofdiagnosis.org.uk

Rethink

Provides a large number of factsheets on many aspects of mental illness, including a factsheet called 'work and mental illness'.

Rethink
Head Office
5th Floor
Royal London House
22-25 Finsbury Square
London, EC2A 1DX

Tel: 0845 456 0455

Email: info@rethink.org.uk

www.rethink.org

Royal National Institute for the Blind (RNIB)

The RNIB website has downloadable information about many aspects of sight loss.

There is a section of the website providing advice to employers, at http://www.rnib.org.uk/professionals/adviceforemployers/Pages/advice_for_employers.aspx.

The RNIB has produced a book and accompanying CD-rom, called '*see it right*', which gives organisations the tools they need to improve their policies and procedures. '*See it right*' can be purchased via the RNIB website.

RNIB's consultancy services provide information, training and support to help businesses make their services and products accessible to people with sight problems.

Royal National Institute of the Blind
105 Judd Street
London WC1H 9NE
Tel: 020 7388 1266
Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

Provides:

- information on making your organisation accessible
- factsheets about hearing loss
- consultancy services, including '*Louder than words*' - RNID's charter mark that shows best practice towards deaf and hard of hearing people.
- training around deaf awareness

Royal National Institute for Deaf People
19-23 Featherstone Street
London EC1Y 8SL

Information Line (*Freephone*)
Telephone: 0808 808 0123
Textphone: 0808 808 9000

Email: informationline@rnid.org.uk

www.rnid.org.uk

SCOPE

SCOPE supports people with cerebral palsy, their parents and carers and aims to offer people the tools needed to live independently. Provides:

- Disability equality training.
- Interactive disability equality training toolkit (IDET), which enables organisations to train their staff (includes a training DVD, CD-room and worksheets).
- The '*Diversity Works*' initiative, working with key and strategic employers, similarly committed to creating leadership opportunities for disabled people.
- '*Ready, Willing and Disabled*' report, which includes recommendations and tips for employers.
- Facts about employment and disabled people.
- Employment services including Jobbroker, Work Preparation and WORKSTEP. These are Government-supported programmes, so there is no cost to the jobseeker or employer.
- An access service.

Scope
6 Market Road
London, N7 9PW
Tel: 020 7619 7100

www.scope.org.uk

SENSE

Sense supports and campaigns for people who are deafblind. Its website has a variety of publications about deafblindness; some of the publications can be downloaded from the website.

SENSE
11-13 Clifton Terrace
Finsbury Park
London, N4 3SR
Tel: 0845 127 0060
Text: 0845 127 0062
Fax: 0845 127 0061

E-mail: info@sense.org.uk

www.sense.org.uk

Shift

Shift is an initiative to tackle stigma and discrimination surrounding mental health issues in England. It is a part of the National Mental Health Development Unit (NMH DU), an agency charged with supporting the implementation of mental health policy in England in collaboration with the NHS, Local Authorities and other major stakeholders.

You can access on the Shift website a number of resources aimed at employers. These include:

- Line Manager's Resource: a booklet giving advice and information on supporting people with mental health problems in the workplace.
- Life in the Office films: a series of short films designed to promote discussion of mental health and mental illness in the workplace. Employers can also download quizzes and worksheets that can be used as part of an education and awareness raising programmes.
- The Shift Employment Network: a web site where people from all over the country can get in contact with each other, share documents and information and discuss topics related to mental health and employment.

Terence Higgins Trust

THT is a national charity that supports people with HIV and AIDS. See www.tht.org.uk/informationresources/professionals/employers.

Terence Higgins Trust
314-320 Gray's Inn Road
London
WC1X 8DP

Tel: 0845 1221 200
Fax: 020 7812 1601
Email: info@tht.org.uk

www.tht.org.uk

Time to Change

Time to Change is a programme to end discrimination faced by people who experience mental health problems, led by Mind and Rethink.

The Time to Change website has a section called 'I am an employer' which covers areas including:

- What are mental health problems?
- Think none of your staff are affected?
- Healthy profits
- Creating a healthy workplace
- Increasing retention
- Reasonable adjustments?
- Helping employees return to work

- Case studies
- The law

Time To Change
15-19 Broadway
LONDON
E15 4BQ
Tel: 020 8215 2356
Email: info@time-to-change.org.uk

www.time-to-change.org.uk

SECTION 4

Resources – gender equality

Background to this section

Women now make up almost half the workforce in the UK, double the number 25 years ago. Yet there is still a gender pay gap: according to the Office for National Statistics, women's pay is 12.2% lower than men's. This gap also exists in the voluntary sector; women CEOs in the sector earned on average £7550 less than their male counterparts (source: Acevo annual salary survey, 2009).

There are other issues of gender equality to consider too, such as: encouraging a gender balance of employees, in particular in social care, where women traditionally predominate; and responding appropriately to issues of gender reassignment.

This section provides sources of information on a range of gender equality issues.

Beaumont Society

The Beaumont Society is a national self help body run by and for those who cross-dress or are transsexual. The Beaumont Society's website provides some insight which may be useful for employers who have a transgender employee. The Society also provides training to organisations.

The Beaumont Society
27 Old Gloucester Street
London, WC1N 3XX
Tel: 01582 412220
Email: enquiries@beaumontsociety.org.uk

www.beaumontsociety.org.uk

Business Link

Business Link has a practical guide called '*employees changing their gender.*'

www.businesslink.gov.uk

Chartered Institute of Personnel and Development

The CIPD has produced a factsheet entitled '*Sex discrimination, sexual orientation, gender reassignment and employment.*' The factsheet provides an overview of the basic legal position and gives suggestions for good employment practice. See

www.cipd.co.uk/factsheets.

Members of the CIPD who want to go into more depth can also view a 'FAQ' on the legal aspects of sex discrimination. Go to www.cipd.co.uk/EmploymentLaw/FAQ.

Equality and Human Rights Commission

The EHRC has a wealth of information on sex discrimination. Go to www.equalityhumanrights.com and search under '*sex discrimination.*'

The EHRC website has much information on equal pay. A good place to start is with the equal pay checklists, which are designed to help employers deal with the more common causes of unequal pay in the workplace. The checklists cover areas such as: grading; pay progression; market forces; competence pay; and performance related pay. Go to

www.equalityhumanrights.com/advice-and-guidance/information-for-employers and click on the link '*equal pay resources and audit toolkit.*'

The EHRC website also has information on working with someone who is undergoing gender reassignment or who adopts an opposite gender role without formal medical involvement. See www.equalityhumanrights.com/advice-and-guidance/information-for-employers and click on the link '*guidance on recruiting and supporting trans people.*'

Gender Trust

The Gender Trust supports adults who are Transsexual, Gender Dysphoric or Transgender.

The Gender Trust provides training for employers on the legal, social and medical aspects of the lives of transsexual and transgender people. There are also useful resources on the Gender Trust website.

The Gender Trust
Community Base
113 Queens Road
Brighton
East Sussex
BN1 3XG

Tel: 01273 234024
Email: info@gendertrust.org.uk

www.gendertrust.org.uk

Government Equalities Office

GEO has responsibility within Government for equality strategy and legislation and take the lead on issues relating to women, sexual orientation and transgender equality matters. The GEO website is useful for those who want to know the latest information about equality legislation, including the Equality Bill. You can also download a practical guide from the website called '*gender reassignment – a guide for employers.*'

Government Equalities Office
9th Floor
Eland House
Bressenden Place
London
SW1E 5DU
Tel: 0303 444 0000
Email: enquiries@geo.gsi.gov.uk
Fax : 020 7944 0602

www.equalities.gov.uk

Opportunity Now

Opportunity Now is a membership organisation for employers who are committed to creating an inclusive workplace for women.

The website contains a useful seven point action plan for gender equality in the workplace, as well as case studies, information about exemplar employers and gender statistics. There is a benchmarking tool available for members.

Opportunity Now
137 Shepherdess Walk London
N1 7RQ
Tel: 0207 566 8650
Fax: 020 7253 1877

www.opportunitynow.org.uk

Press for Change

Press for Change campaigns to achieve equality and human rights for trans people, through legislation and social change. Press for Change provides legal advice, training and consultancy for employers and organisations and holds resources on transgender issues on its website.

Press for Change
BM Network
London WC1N 3XX

www.pfc.org.uk

Trades Union Congress (TUC)

The TUC has the following publications that may be useful to employers: '*Black Women and Employment*' (free to download); and '*Working women: a TUC education workbook for all trade unionists.*'

www.tuc.org.uk

Women's Resource Centre (WRC)

The Women's Resource Centre supports women's organisations to be more effective and sustainable. It provides training, resources and support to women's organisations.

WRC
33-41 Dallington Street
London, EC1V 0BB
Tel: 020 7324 3030
Email: info@wrc.org.uk

www.wrc.org.uk

Section 5 - Resources – sexual orientation

Background to this section

A TUC survey of 450 gay, lesbian and bisexual workers found that 44% had faced discrimination at work (TUC 2000).

The Government suggests that between 5% and 7% of the population is lesbian, gay or bisexual. However, there is as yet no hard data, as no national census has asked people to define their sexuality.

Stonewall, the lobbying organisation for lesbian, gay and bisexual people, comments that:

'To hide your sexuality from other people often means lying and pretending. Where people feel safe being visible and honest about being gay, they may challenge the stereotypes and prejudice others might have about homosexuality.'

As an employer, you can encourage a positive environment concerning sexual orientation by the actions you take and the policy statements you make. This section provides information to assist you.

Acas

Acas has produced a guide called: '*Sexual Orientation and the Workplace: a Guide for Employer and Employees*'. This publication gives information on: the Employment Equality (Sexual Orientation) Regulations; recruitment and retention of staff with different religions or beliefs; monitoring; and guidance on civil partnerships.

Go to www.acas.org.uk, then entering 'guidance on sexual orientation in the workplace' in the search field.

Helpline 08457 47 47 47

Helpline (Minicom users): 08456 06 16 00

To order publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@eclogistics.co.uk

www.acas.org.uk.

Chartered Institute of Personnel and Development

The CIPD has produced a factsheet entitled '*Sex discrimination, sexual orientation, gender reassignment and employment*.' The factsheet provides an overview of the basic legal position and gives suggestions for good employment practice. Go to www.cipd.co.uk/factsheets.

For members of the CIPD who want to go into more depth, the following resources are available:

- A 'FAQ' on the legal aspects of sexual orientation discrimination. See www.cipd.co.uk/EmploymentLaw/FAQ.
- A research insight, '*Employers' Experiences in addressing sexual orientation, religion and belief in the workplace*'. CIPD members can download it from www.cipd.co.uk/researchinsights.

www.cipd.co.uk

The Consortium

The Consortium of Lesbian, Gay Bisexual and Transgendered Voluntary and Community Organisations (The Consortium) is a national body supporting LGBT groups.

LGBT Consortium of VCOs
 J111 Tower Bridge Business Complex
 100 Clements Road
 London, SE16 4DG
 Tel: 020 7064 8383
 Fax: 020 7064 8283
 Email: information@lgbtconsortium.org.uk

www.lgbtconsortium.org.uk

Government Equalities Office

GEO has responsibility within Government for equality strategy and legislation and take the lead on issues relating to women, sexual orientation and transgender equality matters. It is useful for those who want to know the latest information about equality legislation, including the Equality Bill.

www.equalities.gov.uk

NCVO

NCVO has produced a guide to the 2003 Employment Equality Regulations on religion, belief and sexual orientation for the voluntary sector. It is called '*Making Equality Simple*' and includes a summary of the law and information on recruitment, retention and references.

You can download the publication for free:

www.ncvo-vol.org.uk/sites/default/files/files/making-equality-simple.pdf (.pdf, 2MB).

Stonewall

Stonewall is a campaigning and lobbying group which works for equality and non-discrimination for lesbians, gay men and bisexuals.

Stonewall's website has an 'at work' section, which provides a wealth of information for employers as follows:

- Diversity Champions programme: a good practice forum in which employers can work with Stonewall, and each other, to promote lesbian, gay and bisexual equality in the workplace. You can apply to join Stonewall's diversity Champions

programme, as long as you have a clear commitment to improving the working environment for lesbian, gay and bisexual (LGB) staff.

- Leadership programme: a two-day residential programme for rising lesbian, gay and bisexual leaders.
- Top 100 employers: a report on the top 100 employers for lesbian, gay and bisexual staff. The report contains useful information about how to become a best practice employer in respect of sexual orientation equality and diversity generally.
- Proud employer: a jobs board for Diversity Champions to advertise their posts to the public.
- Resources and guides to download, including the '*Sexual Orientation Employer Handbook*' and the guide entitled '*Religion and Sexual Orientation: How to manage Relations in the Workplace.*'

For all of the above, go to www.stonewall.org.uk/workplace.

Stonewall
Tower Building
York Road
London, SE1 7NX
Tel: 020 7593 1850
Info Line: 08000 50 20 20
Fax: 020 7593 1877
Minicom: 020 7633 0759
Email: info@stonewall.org.uk
www.stonewall.org.uk

Trades Union Congress

The TUC website contains a guide entitled '*A TUC Guide for Union Negotiators on lesbian, gay, bisexual and trans issues.*' Whilst it is aimed at union negotiators rather than employers, the information contained in the guide is also useful for employers.

Go to www.tuc.org.uk/equality.

Section6 - Resources – religion and belief

Background to this section

According to the 2001 Government census, 75% of the population declared themselves to be Christians, with 15% of people saying that they had no religion. Muslims were the largest religious group after Christians, representing 3% of the total population. Hindus were the next largest group and represented 1% of the population.

Religion and belief are highly likely to impact on your workplace in some way. People perform better when they can be themselves so it makes sense to familiarise yourself with the law and some of the dilemmas that may arise, so that you can be confident about making decisions about religion and belief at work.

Acas

Acas has produced a guide called: '*Religion or Belief in the Workplace: a Guide for Employer and Employees*'. This publication gives practical guidance on: the legal background and legal obligations, recruitment and retention of staff with different religions or beliefs; religious observance in the workplace; and commonly practised religions in the UK.

Go to www.acas.org.uk, then enter '*guidance on religion or belief in the workplace*' in the search box.

Helpline 08457 47 47 47

Helpline (Minicom users): 08456 06 16 00

To order publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@eclogistics.co.uk

www.acas.org.uk.

British Humanist Association

The BHA is a national charity supporting and representing people who seek to live good lives without religious beliefs.

You can find information about humanism on their website www.humanism.org.uk.

The British Humanist Association

1 Gower Street

London, WC1E 6HD

Tel: 020 7079 3580

Fax: 020 7079 3588

Email: info@humanism.org.uk

www.humanism.org.uk

Business Link

If you want to research religion or belief in more detail, the Business Link website signposts you to various additional resources on religion or belief. See www.businesslink.gov.uk and search under 'religion or belief.'

Employers Forum on Belief

The Employers Forum on Belief (EFB) is an independent employers' network developed by employers to share good practice on religion, belief and non-belief in order to make the most of their diverse workforces.

The EFB aims to enable employers not only to comply with the law but to understand what changes they could make to enable everyone - whatever their faith, belief or non belief - to contribute to the workplace.

The EFB has some very useful information on its website, including a section entitled 'dilemmas' which explains how various employers have dealt with matters such as prayer rooms, food, religious festivals, mourning periods and so on. There is also a section on the law and a section giving key facts about religion.

The EFB has a number of publications available to members only. Information about membership is available on the EFB website.

Employers Forum on Belief

Floor 3, Downstream
1 London Bridge
London
SE1 9BG
Tel: 0207 785 6533
Fax: 020 7785 6536

Email: info@efbelief.org.uk
www.efbelief.org.uk

Interfaith network

The Inter Faith Network for the UK was founded in 1987 to promote good relations between people of different faiths in this country.

The network's website has a brief and straightforward guide on '*Building Good Relations with People of Different Faiths and Beliefs*.' The guide explains the key qualities all employees need to be able to work together productively.

To download this publication, go to the publications section of www.interfaith.org.uk.

Inter Faith Network for the UK
8A Lower Grosvenor Place
London SW1W 0EN
Tel: 020 7931 7766
Fax: 020 7931 7722

Email: ifnet@interfaith.org.uk
www.interfaith.org.uk

NCVO

NCVO has produced a guide to the 2003 Employment Equality Regulations on religion, belief and sexual orientation for the voluntary sector. It is called '*Making Equality Simple*' and includes a summary of the law and information on recruitment, retention and references.

You can download the publication for free by going to the publications section of www.ncvo-vol.org.uk and searching under 'Making Equality Simple' or go to <http://ncvo.nvisage.uk.com/publications/publication.asp?id=1473&terms=MAKING%20EQUALITY%20SIMPLE>.

Stonewall

Stonewall is a campaigning and lobbying organisation for gay, lesbian and bisexual people. It has a resource on '*Religion and Sexual Orientation: how to manage relations in the workplace.*'

Go to the 'resources and guides' section of www.stonewall.org.uk/at_work/ to download this resource.

Section 7 -Resources – age

Background to this section

The Employers' Forum on Age states that 'Ageism is deeply entrenched in society and the workplace..... A survey of jobseekers aged over 50 indicated that only 10% could say that they had never experienced age discrimination while looking for work.... Meanwhile 38% claimed that they had suffered age discrimination while at work' (TAEN 2008).

From an employment perspective, it makes sense to employ and develop the best people for the job, setting aside stereotypes about older or younger people.

Acas

Acas has produced a guide called '*Age and the Workplace*' which explains how employers should put the Employment Equality (Age) Regulations 2006 into practice. The guide explains what constitutes age discrimination and it includes information on recruitment, retention and fair retirement.

You can download the guide from the Acas website at www.acas.org.uk, then search under '*Age and the Workplace*.'

Helpline 08457 47 47 47

Helpline (Minicom users): 08456 06 16 00

To order publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@eclogistics.co.uk

www.acas.org.uk.

Age Positive

Age Positive is a team within the Department for Work and Pensions, which provides information and advice on employing a mixed age workforce.

Guidance on the Age Positive website includes: age legislation; flexible retirement; case studies on matters such as recruiting older workers and working without a retirement age; research; and statistical information about older workers.

For further information, see www.dwp.gov.uk/age-positive.

Age Positive

Department for Work and Pensions

Room N10

Moorfoot

Sheffield, S1 4PQ

Email: agepositive@dwp.gsi.gov.uk

www.dwp.gov.uk/age-positive

Business Link

The Business Link website for employers has a section on employing older workers. Go to www.businesslink.gov.uk and enter 'employing older workers' into the search field.

Chartered Institute of Personnel and Development and Trades Union Congress

The CIPD and the TUC have jointly produced a guide called '*Managing Age: a Guide to Good Practice Employment.*'

You can download the guide from <http://www.tuc.org.uk/extras/managingage.pdf>.

Members of the CIPD can also download the guide by going to www.cipd.co.uk and searching under '*Managing Age: A Guide to Good Practice Employment.*'

Employer's forum on age (EFA)

Employers Forum on Age (EFA) is an independent network of employers. In addition to supporting employers, the EFA influences Government, business and trade unions, campaigning for real practical change.

The EFA has some resources on its website available to non-members, including case studies, a step by step guide to getting started on age diversity, a bias free application form and a list of publications, such as a guide to getting recruitment right. Several of the publications can be downloaded free of charge.

The EFA also has an online benchmarking tool, called E-Quality. It covers not only age, but also race, gender, age, religion/belief, sexual orientation and disability. It enables employers to assess where they are with diversity, and helps inform future diversity action plans. A bronze, silver or gold standard is then awarded to the organisation, depending on where it is on its diversity journey. There is a cost to purchase the tool.

Employers Forum on Age
Floor 3, Downstream
1 London Bridge
London, SE1 9BG
Tel: 0845 456 2495
Fax: 020 7785 6536
Email: efa@efa.org.uk

www.efa.org.uk

Equality and Human Rights Commission

The Commission has information, mainly targeted at employees, but also useful for employers, on the key elements of age discrimination legislation. You can access it at <http://www.equalityhumanrights.com/your-rights/age/>.

TAEN - The Age Employment Network

TAEN - The Age and Employment Network is an independent organisation, working in strategic partnership with Age Concern and Help the Aged. TAEN works to remove age barriers to employment for people in mid and later life.

This website has a number of resources on work and age for both employers and individuals. The following guides can be downloaded from the TAEN website:

- Scope of the Age Regulations
- Age Discrimination: Who is Covered by the Age Regulations?
- Recruitment and Selection
- The Workplace: Terms and Conditions, Promotion, Career Management
- The Age Regulations and Training
- Redundancy
- Retirement
- Pensions

Members have access to additional resources. Membership fees range from £80 to £1250 per year, depending on the size of the organisation.

The Age Employment Network
207-221 Pentonville Road
London, N1 9UZ
Tel: 0207 843 1590
Fax: 0207 843 1599
Email: info@taen.org.uk

www.taen.org.uk

Section 8 – resources – working parents and working carers

Background to this section

According to the Office for National Statistics 'Focus on Families' report, the total number of families reached 17.1 million in 2006, of which lone-mother families accounted for 2.3 million.

Both women and men are now seeking more flexible working arrangements, to combine work with caring responsibilities.

This section will help you find out information on areas such as:

- Your obligations as an employer.
- Information on supporting those with caring responsibilities at work.
- Answers to specific work-life balance issues you may have in your organisation.

Acas

Acas has the following information which can be downloaded from its website:

An advisory booklet called '*Flexible Working and Work-life balance*'

An advice leaflet entitled '*The right to apply for flexible working: A short guide for employers, working parents and carers.*'

Helpline 08457 47 47 47

Helpline (Minicom users): 08456 06 16 00

To order publications:

Telephone: 08702 42 90 90

Fax: 020 8867 3225

Email: acas@eclogistics.co.uk

www.acas.org.uk.

Business Link

The Business Link website has the following information:

- Straightforward information about maternity, paternity, adoption and parental leave
- Key issues to consider about employees working from home
- An interactive tool to help you choose the right type of flexible working for your business.

Go to www.businesslink.gov.uk and type in the search box '*working families.*'

Chartered Institute of Personnel and Development

The CIPD has the following factsheets:

- Flexible working
- Maternity, paternity and adoption rights.

Go to www.cipd.co.uk/factsheets.

Employers for Carers

Employers for carers is a service for employers to help you retain the 1 in 7 employees in your workforce caring for a family member.

Employers for Carers produces a range of publications which can be ordered and purchased by contacting EFC on 020 7378 4956 or emailing them at employers@carersuk.org. The publications include:

- Supporting carers in your workforce: an employer's guide
Supporting working carers: a carer's guide
- Carers and Employment: a guide to the right to request flexible working
- Supporting carers in your workforce: a managers handbook
- Juggling Work and Care Training Resource (DVD)

Employers for Carers
20 Great Dover Street
London
SE1 4LX
Phone: 020 7378 4956
Email: employers@carersuk.org
www.employersforcarers.org

Equality and Human Rights Commission

The EHRC has a section on its website about working parents.

To find this information, go to www.equalityhumanrights.com/advice-and-guidance/information-for-employers, and then click on the link entitled '*Guidance on managing new and expectant parents.*'

The EHRC also has resources about flexible working at www.equalityhumanrights.com/advice-and-guidance/here-for-everyone-here-for-business/tools-and-resources/

Working Families

The Working Families website has an employers' section, factsheets about various parental rights and details of the Working Families consultancy service.

Working Families
1-3 Berry Street
London
EC1V 0AA
Tel: 020 7253 7243
Fax: 020 7253 6253
www.workingfamilies.org.uk

Factsheet produced January 2010 by Wendy Blake Ranken, HR Consultant

wendy@blakeranken.clara.co.uk

www.wendyblakeranken.co.uk