

# Policies & Procedures

## Representation, Equality and Diversity

## 1. Introduction

The responsibility for ensuring equality, representation and diversity among potential and actual users, members, employees and job applicants, rests with all of CHWA’s staff and membership, but ultimately with the Board of Directors. Members of staff - full-time, part-time and interns and volunteers - are responsible for the implementation of the policy, its observance, monitoring it on a day-to-day basis and reporting on its operation to the Board.

The policy consists of the following:

* Statement of intent
* The Policy

For a separate Complaints, Comments and Compliments Procedure see <https://www.culturehealthandwellbeing.org.uk/policies-procedures>

## 2. Statement of Intent

The Culture, Health & Wellbeing Alliance (CHWA) recognises that certain individuals and groups are discriminated against on grounds of disability, race, ethnic origin, culture, socio-economic background, gender, sexuality, religion, creed, marital status, pregnancy/ maternity status and age. The Culture, Health & Wellbeing Alliance is committed to working towards eliminating all forms of discrimination through its programme of work, through its partnerships, and through its employment policies and practices.

Recognising that passive policies will not achieve change, CHWA will, through regular monitoring of policies and practice, take active steps to combat discrimination. CHWA is also committed to creating opportunities for people from all these groups within our own organisation and across the broader culture, health and wellbeing sector as represented by our membership and beyond.

CHWA is developing a strategy to address inequalities within the organisation and sector, particularly health inequalities and cultural inequalities. Please see our roadmap here: <https://www.culturehealthandwellbeing.org.uk/roadmap-building-more-equal-alliance>

and Appendix 1, Equal Opportunities Action Plan.

## 3. The Policy

#### Service Provision

Users must have easy access to information about CHWA’s services. This applies to online and physical services.

#### Online

CHWA’s website was designed to adhere to Web Content Accessibility Standards 2.1 level A (see <https://www.w3.org/WAI/standards-guidelines/wcag/>).

#### Offline

CHWA commits to making materials available where appropriate in a variety of media, e.g. in large print. In particular, all printed materials will be in a minimum of 10pt type. It is also recognised that CHWA may not be able to meet all the demands made upon its services.

Additionally, it is recognised that there may from time to time be complaints against members of staff or the service. A notice will be displayed online, giving details of how a complaint may be made. Please see CHWA’s Comments, Complaints and Compliments procedure: <https://www.culturehealthandwellbeing.org.uk/policies-procedures>

#### Gathering information about CHWA

In order to monitor our progress towards becoming a more equal, representative and diverse organisation, we will use an online anonymous form to gather information on the protected characteristics as defined in the Equalities Act 2010, as well as socioeconomic status. This will be used to annually to assess

1. CHWA’s board and staff annually
2. CHWA’s general membership
3. The membership of key groups within CHWA
4. Regional Champions
5. Strategic Alliance Members
6. Strategic Alliance Partners

We aim to work with our partners the LENS (lived experience network) to gather data through their networks.

#### Recruitment and Selection

CHWA aims to elicit the widest response possible to employment vacancies. All vacancies and contracts will be advertised. The range of publications, websites and agencies chosen will attempt to reflect the aim of reaching all sections of society.

CHWA will also undertake a more targeted approach in order to ensure that closed networks are actively opened, and advertise through agencies likely specifically to reach people identifying with the protected characteristics[[1]](#footnote-1) and/or negatively impacted by socioeconomic status.

Information sent to potential applicants will include the job description, a person specification and details of this Equality and Diversity Policy. It will be standard practice to supply information in large print when requested – this will be noted in advertisements. CHWA will use of positive action in its employment practices under the Equality Act 2020 where necessary (see http://www.legislation.gov.uk/ukpga/2010/15/section/159).

#### Terms and Conditions

CHWA will endeavour to ensure that its staff is not discriminated against through the terms and conditions under which they are employed. Furthermore, CHWA recognises that from time to time family and social circumstances may change and consequently that workers may need to change their conditions of work. CHWA commits to accommodating the needs of those workers where circumstances and resources permit.

#### Staff, volunteer and intern support

Staff are entitled to support from management and colleagues. Staff will receive regular supervision from their line manager. Where this is not possible, CHWA will make funds available from the staff development/training budget to allow for supervision to be obtained from other agencies or individuals.

CHWA also commits to Creative Freedom’s Manifesto for a Mentally Healthy Cultural Sector (available in full here: <https://www.creative-freedom.org/manifesto>).

**Provide first aid:** Every organisation should have Mental Health First Aiders to support their employees, contractors and other workers

**Remove stigma:** Every organisation should commit to talking positively about mental health and removing the stigma

**Be vigilant:** Workplaces should be vigilant for the warning signs of mental ill health and offer support to those displaying them

**Reduce risk:** Workplaces should develop strategies to minimise the risk factors for mental ill-health

**Support:** Workplaces should provide support and guidance for those experiencing mental ill health

In line with this commitment CHWA will appoint at least one mental health first aider from its staff or board. The current mental health first aiders are:

Name: Ben Pearce

Email: [pearce\_ben@hotmail.com](mailto:pearce_ben@hotmail.com)

Name: Thanh Sinden

Email: [thanhsinden@gmail.com](mailto:thanhsinden@gmail.com)

#### Training

CHWA recognises that training is an important factor in leading to job achievement and opportunity. Induction training is particularly important and will be made available to all new staff. When other needs are identified, every effort will be made to ensure that training is provided.

#### Purchasing

CHWA will try to ensure that the goods and services it offers are accessible to all groups. Where possible CHWA commits to researching the ethics of organisations from whom we purchase goods or services, and will not knowingly receive or purchase goods and services from agencies which practise discrimination. See also our Fundraising, contracting and purchasing policy: <https://www.culturehealthandwellbeing.org.uk/policies-procedures>

#### Monitoring

Regular monitoring and reviews of all procedures will take place from time to time, to check the effectiveness of CHWA’s Representation, Equality & Diversity policies. Staff will be required to report the results of such monitoring to the Board of Directors *annually* and to recommend such amendments as are needed to ensure that the Representation, Equality & Diversity policy is effective at all levels of the organisation.

#### See separate Comments, Complaints & Compliments Procedure: <https://www.culturehealthandwellbeing.org.uk/policies-procedures>

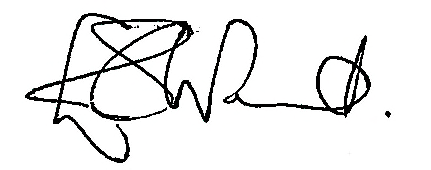
## Review and Maintenance of Policy

**The Culture, Health and Wellbeing Alliance CIC shall undertake to review this policy, its implementation and effectiveness annually.** The views of all employees and volunteers shall be sought where necessary and reflected in the review process.

Any new legislation or developments in existing legislation will be considered as and when required and the policy will be updated to reflect these developments.

This policy was approved and agreed by the Board of Directors on the date shown below.

Signed:



Name (please print): Esme Ward

Position: Chair of Board of Directors

Date: 20 August 2020

Review dates: August 2021 | August 2022 | annually thereafter

Organisation name: Culture, Health & Wellbeing Alliance CIC

Company Number: 12359172

# Appendix 1

## Equal Opportunities Action Plan

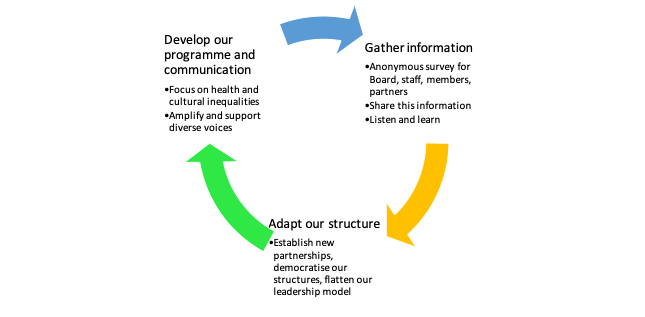
This plan addresses the specifics of what is expected from the Directors and staff of CHWA.

In our [statement in support of the Black Lives Matter](https://www.culturehealthandwellbeing.org.uk/blacklivesmatter) movement we committed to building a focus on health and cultural inequalities into our structures. We committed to ensuring our Board, employees, freelance contractors, membership and stakeholder groups are representative in terms of ethnicity, as well as Disability, socioeconomic background, sexuality, age and all recognised protected characteristics. We committed to amplifying Black voices and the voices of ethnic minority communities through our website, bulletin and social media.

We are not a funder, but as an alliance and a sector support organisation we have also found the [Association of Charitable Foundations model of nine pillars](https://www.acf.org.uk/downloads/ACF_DEI_Thepillarsofstrongerfoundationpractice_final.pdf) a useful way of thinking about the steps we should take:

1. invest time and resources in understanding and defining diversity, equity and inclusion
2. produce and review strategies that will implement DEI [diversity, equality & inclusion] practices
3. collect, tracks and publish DEI data on its own practices and performance
4. have a diverse trustee board and staff team, both in terms of demographics and experience
5. reflect and implements DEI practices in its funding activities
6. express DEI commitment, policies and practices publicly
7. make itself accountable to those it serves and supports
8. use its own power to advocate for and advance DEI practices
9. collaborate with others to promote and implement DEI practices

We are taking the following steps with our members and partners. This is will be an ongoing process of gathering information, making changes, and assessing how we work – across both our structures and our programme. This work is essential to our [vision, mission and values as an organisation.](https://www.culturehealthandwellbeing.org.uk/who-we-are/about-alliance)



## **Action Plan**

## Step 1: Gather information

* 1. In August-September 2020 we conducted a survey of our
* Members
* Strategic Alliance Members
* Regional Champions
* Board and Staff
  1. The [results of this survey can be found here,](https://www.culturehealthandwellbeing.org.uk/sites/default/files/ED%26R%20against%20population%20data%20at%20September%202020.docx) along with comparative national data where we have been able to source it, and a brief commentary. Key areas of divergence with national figures are highlighted.
  2. We note that we have not included pregnancy in this survey and commit to rectifying this in future surveys.

## Step 2: Adapt our structure

### Establish new partnerships

From late 2020 we will be working with our [Strategic Alliance Members](https://www.culturehealthandwellbeing.org.uk/who-we-are/strategic-alliance-members-partners) group to build a new and simpler MOU between members and CHWA, and to bring in new members whose focus is overtly cultural and/or health inequalities.

### Flatten leadership models

We are a very small organisation in terms of staff resource, with only two part-time members of staff. We anticipate that in (pending sufficient funds) either or both of these may become shared roles. We will also be appointing a co-chair of the Board of Directors in the next six months.

### Democratise structures

2.3.1 Regional Champions

Our [regional champions](https://www.culturehealthandwellbeing.org.uk/your-area) are now subject to an election process upon stepping down. This process was conducted successfully in the [West Midlands region](https://www.culturehealthandwellbeing.org.uk/be-more-involved-chwa-west-midlands) (May/June 2020) and will be used as a template for future elections. One key element is to broaden the regions membership prior to election processes to ensure we have reached out beyond our existing networks - in particular to organisations focusing on health and cultural in/equalities.

2.3.2 LENS

We have been supporting the [LENS group](https://www.culturehealthandwellbeing.org.uk/get-involved/lens) - for people with their own experience of the impact of culture/creativity on their own health and wellbeing - across 2020, to become an indepedent CIC. The LENS are committed to remaining a critical friend to the Culture, Health & Wellbeing Alliance.

2.3.3 Honoraria

We are committed to providing honoraria for LENS members to attend quarterly Steering Group meetings as they become an independent entity. We hope to extend this commitment to all freelancers within our Strategic Alliance Members and Regional Champions groups in 2021.

## Step 3: Develop our programme and communication

### 3.1 Communication

3.3.1 Blogs on lived experience

Since our website launched in 2018 we have featured [blogs that foreground the voice of lived experience](https://www.culturehealthandwellbeing.org.uk/learning-experience).

3.3.2 Budget commitment

Further to a proposal by IncArts we are committing 1% of our overall budget to supporting this process. In the first instance this small amount of funding will be used to support organisations focused on inequalities to write blogs and features for our site and bulletin.

3.3.3 Platforming other voices

We are already committed to platforming other voices where possible. Of the opportunities we are offered to speak, at least 50% are either co-presented or passed to LENS members, regional champions, or others outside our stakeholder groups from underrepresented groups.

## Step 4: Gathering information again

### 4.1 Survey

We will conduct a survey in August/September 2021 to understand any impacts that the above action plan has had on our members and stakeholder groups, and at that point plan with the Board and Staff to further adapt our structure and develop our programme and communication.

1. Protected characteristics, as defined by the Equality Act 2010 and the Equality Duty 2011, are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation. [↑](#footnote-ref-1)