

Cambridgeshire Primary Care Trust Equal Opportunities Policy

Adopted by Trust JCNP: January 2007
Adopted by Trust Board: February 2007
Revised:
Reviewed:

Equal Opportunities Policy

1. Policy Statement

- 1.1 The Trust is committed to building a workforce which is valued and whose diversity reflects the community it serves, enabling it to deliver the best possible healthcare service to the community.
- 1.2 The Trust is committed to enabling all staff to achieve their full potential in an environment characterised by dignity and mutual respect.
- 1.3 The Trust recognises the past effects of institutionalised discrimination and seeks to guarantee equality of opportunity for all.
- 1.4 Equality of opportunity means that an individual's diversity is viewed positively and, in recognising that everyone is different, valuing equally the unique contribution that individual experience, knowledge and skills can make.
- 1.5 Everyone who works in the Trust, or applies to work in the Trust will be treated fairly and valued equally. All conditions of service and job requirements should fit with the needs of the service and those who work in it, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership.
- 1.6 The Trust is striving to be a place where people want to work and to be a leader in good employment practice.
- 1.7 Equality in the workplace cannot be achieved through an Equal Opportunities Policy statement alone. The policy forms the core statement of the Trust's philosophy and underpins commitments to achieve equality and fairness at work. Associated policies have been developed to support this, including the Dignity at Work Policy, the Disciplinary and Grievance Procedures, Management of Attendance Policy, Recruitment and Selection procedures, Flexible Working Policy and Retirement Policy and Procedure.

2. The Legal Framework

- 2.1 This Policy is in line with UK legislation and Codes of Practice and the National Agreement. The legislation and Codes of Practice are contained in appendix 1.

2.2 Claims of Discrimination

An employer is liable for any act done by an employee in the course of their employment with or without the employer's knowledge or approval, unless the employer can show that such steps were taken as were reasonably practicable to prevent the employee doing the act in question.

An employee or job applicant (and potentially an employee who has left employment who asks for a reference) may complain to an Employment Tribunal about discrimination. No qualifying length of service is needed but the complaint must be made within 3 months of the incident. There is no financial limit on the award that can be made.

3. Definitions

3.1 Unless otherwise stated, these definitions are paraphrased from the relevant employment law or Code of Practice.

3.2 Direct Discrimination

This takes place when a person is treated less favourably than others (in the same circumstances) on the grounds of their race, gender, disability, age, sexual orientation, etc. *(e.g. advertising a post which specifically restricts applicants to a specific race).*

3.3 Indirect Discrimination

This is more subtle and shall be taken to occur when an apparently neutral provision, criterion or practice would put persons of a particular group at a particular disadvantage compared with other persons unless it can be shown that the provision, criterion or practice is a proportionate means of achieving a legitimate aim.

(e.g. an unjustified age limit or range which may discriminate against women who have taken time out from employment for family purposes or a rule about clothing or uniforms which disproportionately disadvantages a racial group and cannot be justified).

3.4 Victimisation

This takes place when a person is treated less favourably than others in the same circumstances because it is suspected or known that he/she has brought proceedings under one of the Acts or has given evidence or information relating to such proceedings or alleged that discrimination has occurred.

3.5 Harassment

Under the Trust's Dignity at Work Policy, harassment is defined as any conduct based on age, sex, sexual orientation, gender reassignment, disability, race, colour, language, religion, political, trade union or other opinion, belief, national or social origin, association with a minority, domestic circumstances, property, birth or other status which is unreciprocated or unwanted and which affects the dignity of men and women at work.

3.6 Institutionalised Racism

The term arose from the Macpherson report into the Stephen Lawrence Inquiry and is defined as the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping, which disadvantages minority ethnic people.

4. Responsibilities

4.1 The Trust

The Trust has the primary responsibility for ensuring that all reasonable steps are taken to prevent unlawful discrimination in the organisation. This includes senior management endorsement, communication to all employees, reviewing and implementing policies and procedures, making relevant training available to appropriate staff and monitoring their effectiveness. A Non Executive Director has been nominated to take the lead on equality issues at Board level.

The Trust will set out an equality action plan to implement this policy, which will be reviewed by the Board on an annual basis. An equality statement will be included in the Trust's Annual Report.

Under the Race Relations Act (Amended 2001) (see appendix 1), the Trust has a statutory duty to promote racial equality and good relations between people of different racial groups in carrying out its functions. The Trust will work towards making racial equality an integral part of the way in which its functions are carried out by actively assessing how racial equality is relevant (and potentially relevant) to the way in which it carries out its functions and by 'equality proofing' all policies, procedures and practices.

4.2 Human Resources

The Strategic Lead HR and Development is responsible for ensuring the implementation of the policy and that all managers and supervisors receive proper guidance and training; and that the effectiveness of the policy is monitored and reviewed on a regular basis.

4.3 Managers and Supervisors

Managers and supervisors must ensure that they and their staff are operating within the policy and that all reasonable steps are taken to ensure that there is no unlawful discrimination. They should ensure that:

- a) All their staff are aware of the policy and the reasons for introducing it.

- b) Grievances and complaints are dealt with quickly, fairly and consistently; and in line with the policy.
- c) Appropriate records are maintained to facilitate the monitoring process and regular reviews are carried out on existing procedures and criteria.

4.4 Staff

Whilst the primary responsibility for providing equality of opportunity rests with the Trust, individual members of staff at all levels also have certain responsibilities.

Good employee relations and fair employment practices depend on employees as much as managers and so the attitudes and activities of staff are of crucial importance. In particular all staff should:

- a) Co-operate with the policy and arrangements to ensure equal opportunity and non-discrimination.
- b) Not discriminate in the course of their duties nor induce or attempt to induce others to do so.
- c) Not victimise, harass, bully or intimidate other staff or induce other staff, unions or management to practise unlawful discrimination.
- d) Inform their manager or supervisor if they suspect that discrimination is taking place in the working environment.
- e) Any deliberate act of discrimination by any member of staff whilst carrying out their duties will be treated as a disciplinary offence under the Trust's Disciplinary Procedure.

5. Training in Equal Opportunities

5.1 Appropriate guidance, awareness and training are essential to ensure the successful implementation and overall effectiveness of the arrangements for equality of opportunity. Genuine commitment is also required from all staff.

5.2 Training programmes in equal opportunities will be introduced and will aim to:

- a) Inform all staff about their individual responsibilities and obligations under the Equal Opportunities legislation and this policy. e.g. as part of induction.
- b) Raise awareness about equal opportunities amongst staff.

- c) Provide guidance on how to translate policy into practice through objective assessment and selection criteria, awareness of cultural differences etc.
- d) Eliminate potential inequalities in the opportunities available to staff to develop skills relevant to their jobs and careers.
- e) Develop an understanding of the procedures to be followed when dealing with complaints of discrimination, harassment and bullying.
- f) Cover knowledge of how to monitor the effectiveness of the policy.

6. Recording and Monitoring

6.1 In order to assess the effectiveness of the policy and to measure whether progress is being made towards achieving equality of opportunity the Human Resources Department will collect, record and monitor information concerning:

- a) Gender, marital status, age, ethnic origin and disability of its current workforce in comparison with the census data for the local population.
- b) Gender, marital status, age, ethnic origin and disability for all job applicants, those shortlisted and offered employment and existing employees.
- c) The selection decisions for appointment, transfer, promotion and training allocation and the reasons for those decisions. Records on recruitment and promotion will be kept for a period of 6 months.
- d) The number and nature of complaints and their outcomes made under the Dignity at Work Policy, the Trust's incident recording procedures; disciplinary and grievance issues, and the disability policy.
- e) Applications to work beyond retirement age.

6.2 All information collected for the purposes of monitoring will be treated as confidential and will only be used for this purpose. This information will be analysed in partnership with local Trade Union representatives and will be reported to the Trust's Equality Group and the Board as part of the annual report on equal opportunities.

7. Complaints

7.1 Any member of staff who feels that this policy is not being applied to them should complain under the Trust's Grievance Procedure.

8. Review of Policy

This procedure will be reviewed by the Trust Joint Consultative and Negotiating Partnership at 2 yearly intervals, unless and earlier review is required e.g. due to changes in legislation, NHS directions or in the Trust.

**Human Resources
February 2007**

Appendix 1 – Equal Opportunities Policy

The Legal Framework

Equal Pay Act (1970 and amended 1983)

This Act provides for an individual not to be treated less favourably than a person of the opposite sex who works for the same employer in respect of pay and other terms of the contract of employment where they are employed on like work (i.e. the same work or work that is broadly similar) or on work rated as equivalent or of equal value.

Sex Discrimination Act (1975 amended 1986 and 2005 via Employment Equality (Sex Discrimination) Regulations 2005)

This Act makes it unlawful for an employer to discriminate against a person, directly or indirectly, on grounds of gender, marital status, gender reassignment, pregnancy or maternity in relation to recruitment, selection, terms and conditions of employment, promotion, transfer, training, discipline and grievance and termination of employment. It is also unlawful to instruct or bring pressure to bear on others to discriminate.

Employment Equality (Age) Regulations 2006

This Act makes it unlawful for employers to discriminate, directly or indirectly, against employees on the basis of their age. It also outlines obligations employers have in relation to the retirement of employees.

Race Relations Act (1976)

This Act makes it unlawful for an employer to discriminate against a person, directly or indirectly, on racial grounds which includes race, colour, nationality, ethnic or national origin and groups defined in reference to these grounds in relation to recruitment, selection, terms and conditions of employment, promotion, transfer, training, discipline, grievance or termination of employment.

Race Relations (Amendment) Act (2000)

This Act outlaws race discrimination in all public functions including service delivery and employment and places a statutory duty on the NHS to promote race equality and good race relations. The Act also gives powers to the Commission for Racial Equality to enforce these duties.

Disability Discrimination Act (1995 amended 2005)

This Act gives rights to individuals against discrimination on grounds of disability. The Act defines a disability as a physical or mental impairment causing a substantial and long term adverse effect on his/her ability to carry out normal day to day activities (i.e. those carried out by most people on a daily basis).

Employment Relations Act (1999)

This Act gives staff the right to take parental leave and time off to deal with certain unexpected or sudden emergencies with dependants. These provisions have been incorporated into the Trust's Carer and Special Leave Policy.

Rehabilitation of Offenders Act (1974)

Under this Act employers are not allowed to refuse to employ someone on the grounds that they had a spent conviction except in occupations exempt under the Act (which includes most health care *and social care* jobs).

Human Rights Act (1998)

This Act incorporates the European Convention on Human Rights into UK law. Several articles, such as the right not to suffer degrading or inhumane treatment, the right to respect for private and family life, home and correspondence and the right to freedom of thought, conscience and religion have references to equality. Article 14, which states that the rights are secured without discrimination on any grounds such as sex or religion, underlines this. Although wide ranging in scope, the Act does not introduce any new rights not already enshrined in UK law.

Trade Union and Labour Relations (Consolidation) Act (1992)

This Act makes it unlawful to refuse employment on the grounds that someone is or is not in a member of a Trade Union.

Code of Practice on Age Diversity in Employment (1999)

The Code encourages the elimination of age as an employment criterion and details good practice in aspects of recruitment, selection, promotion, training and development, redundancy and retirement, to promote age diversity in the workplace.

Part Time Workers (Prevention of Less Favourable Treatment) Regulations (2000)

These regulations prevent employers treating part time workers less favourably than full timers and were introduced in order to support the development of a flexible labour market. The Regulations cover all aspects of employment including terms and conditions of employment, access to training, pay and access to part time work.

Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations (2001)

The purpose of these regulations is to prevent fixed term employees being treated less favourably than similar permanent employees unless there is an objective reason to justify the less favourable treatment.

Asylum and Immigration Act (1996)

Section 8 of the Asylum and Immigration Act 1996 ('the 1996 Act [1]) aims to ensure that employment is offered only to those entitled to live and work in the UK. Under section 8 of the Asylum and Immigration Act 1996 it is a criminal offence to employ a person aged 16 or over who is subject to immigration control [4] unless:

- 3 that person has current and valid permission to be in the United Kingdom and that permission does not prevent him or her from taking the job in question; or
- 4 the person comes into a category specified by the Home Secretary [5] where such employment is allowed.

Employment Equality (Sexual Orientation) Regulations (2003)

Came into effect on 2 December 2003 and outlawed direct and indirect discrimination, victimisation or harassment on the basis of sexual orientation.

'Sexual orientation' is defined as 'being an orientation towards persons of the same sex, the opposite sex, or both sexes'. This does not cover sexual preferences and practices.

It includes vicarious liability for employment agencies, employers and principles for alleged discriminatory acts committed by employees in the course of their employment

Employment Equality (Religion & Belief) Regulations (2003)

This provides protection from direct and indirect discrimination, victimisation, and harassment on the grounds of religion or religious belief during employment and during the recruitment process. Direct discrimination can also include discrimination on the perception of a religion or belief, whether this perception is accurate or not. Direct discrimination is quite broad and would cover circumstances where an employer gave an instruction to discriminate against Muslims and an employee refused to co-operate and was consequently disciplined.

Harassment, is defined as violation of the dignity or creation of an offensive environment.

Appendix 2 – Equal Opportunities Policy

Procedures Supporting the Equal Opportunities Policy

1. Recruitment, Selection, Promotion and Staff Development

1.1 General

The Trust believes that, consistent with the delivery of the highest quality healthcare, we should have fair and non-discriminatory systems for recruiting, developing and promoting people. Fair and open recruitment procedures should be in place and those people with a responsibility for recruitment will be trained for their role.

Recruitment and promotion procedures will be regularly monitored to identify where and how they can be improved, and to enable the planning of potential positive initiatives from under represented groups.

Equality of access to opportunities for the development of skills will apply regardless of hour's worked or any other non-standard term in the contract of employment.

Any employment agencies used for finding permanent or temporary staff should be informed of this policy and expected to follow fair and objective selection procedures.

1.2 Job Descriptions and Person Specifications

Before any decision is made to advertise a job, managers will consider whether a real vacancy exists and should be clear about the requirements for the job. Opportunities for flexibility, as detailed in the flexible working policies (see section 2) should be assessed and acted upon so as to attract a diverse a group of applicants as possible without needless conditions being applied.

Each job will have a written job description and person specification. These should be reviewed every time a vacancy occurs to ensure that they remain relevant and are flexible, including making reasonable adjustments to encourage applications from those with a disability or other under represented groups.

Person specifications should outline the genuine minimum requirement and, where appropriate any Genuine Occupational Qualification (GOQ) necessary for the job to be done effectively. Emphasis should be placed on quality, rather than length of experience, and consideration should be given to experience gained outside paid employment.

Requirements such as length of residence or experience in the UK will be avoided. Where a particular qualification is required it should be made clear that a fully comparable qualification obtained overseas is as acceptable as a UK qualification.

The Trust has signed up to the Department for Education and Employment's 'Positive About Disabled People' symbol and is committed to interviewing all applicants with a disability who meet the minimum/essential criteria in the person specification and to consider them on their abilities.

1.3 Selection

Selection should always be a competitive process except where a member of staff is being redeployed to accommodate their disability, redundancy, maternity or job share.

Prior consideration will be given to staff who are redeployed due to disability, redundancy, maternity or job share.

All applicants, where they request it, will be entitled to know the reasons why their application has been unsuccessful.

1.4 Seeking Applicants

All jobs will be advertised as a minimum internally, except where there is a redundancy exercise in progress and in the circumstances outlined above in section 1.3.

Advertisements and literature sent to applicants should state that Cambridgeshire PCT is working towards equal opportunities.

Advertisements should be designed and placed to attract as wide a group of suitably qualified applicants as possible. Where recruitment agencies are involved they should be made aware of the requirements of this procedure and given clear instructions on the Trust's employment policies.

Advertisements should be expressed in clear language and available in a variety of formats. Further information should also be available in large print or on tape should an applicant require it, and advice given to applicants should be measurably consistent.

Advertisements should not be confined unjustifiably to areas or publications, which would exclude or disproportionately reduce the numbers of applicants of any particular group.

Advertisements should not be expressed in language that discriminates indirectly against a particular group of people. Indirect discrimination occurs when an apparently 'neutral provision' (ie a policy or procedure which applies to all employees in an organisation), criterion (eg selection or promotion criteria) or practice, would put a certain racial or ethnic group or gender at a disadvantage. For instance a requirement for a fluent English-speaker for a post that does not require this skill or a woman who chooses to work part-time because of childcare commitments and her employer demands that all staff work full-time.

The Trust discourages the inclusion of any age criteria in job adverts as there are very few circumstances where this is acceptable. Any requests

for an applicant's date of birth will be used solely for the compilation of personal data, not to be used to the detriment of the applicant.

1.5 Forms of Application

All applicants should use the Trust's application form. Where an applicant is unable to complete the form due to a disability or it is not necessary for the job for the applicant to be able to read or write, alternative forms of application will be considered. A CV may be requested in addition but may not replace the application form.

Applications will be monitored on a confidential basis.

In addition all candidates will be asked to complete a separate Equal Opportunities Monitoring Form in order to facilitate the monitoring of the Equal Opportunities policy, this form will be separated from the application form and will not be used as part of the shortlisting or selection process and will be treated as strictly confidential.

1.6 Selection Decision

At least one person involved in the selection process should be trained in undertaking fair and objective recruitment, shortlisting and interviewing.

Selection decisions must be carried out by more than one person and selection panels should reflect the diversity of the workforce where possible.

Selection should be consistently applied and based on clear criteria, which are in line with the job description and person specification.

A written record of all decisions will be kept for a minimum of 6 months.

1.7 Selection Processes and Tools

All shortlisted applicants should be offered an interview as part of the selection process but consideration should be given to other options. In all cases the process should suit the requirements of the job and be designed to bring out the best in the applicants. Selection criteria and tests should be examined to ensure that they are related to the job requirements and are not unlawfully discriminatory.

All shortlisted applicants should be asked if they require any particular arrangements to be made in the selection process to enable ease of participation.

All applicants, where they request it, are entitled to feedback on why their application was unsuccessful.

1.8 Promotion

Promotion is a competitive selection process for internal candidates. Promotion decisions should not be based purely on length of service and traditional qualifications will be reviewed to ensure that they are a justifiable requirement for the job.

Opportunities for promotion should be as widely publicised as possible and open to anyone with either the skills or potential after training, to meet the requirements of the job. All such posts should be advertised on the local NHS website as a minimum.

Selection processes should apply as above.

All applicants, where they request it, are entitled to reasons why their promotion has been unsuccessful.

These guidelines shall apply equally to staff applying for secondments.

1.9 Positive Action

Positive action measures as outlined in discrimination legislation are permitted where monitoring has shown an under - representation of particular racial, gender or age group as long as the conditions set down in legislation are met. Statements in advertisements and the appropriate placement of advertisements can encourage people from under – represented groups to apply.

1.10 GOQ – Genuine Occupational Qualification

There are certain circumstances where being of a particular sex, racial or age group are a genuine occupational requirement (GOR or GOQ) for the job. In these circumstances the law allows employers to positively discriminate not only when recruiting for a job, but also in providing opportunities for promotion or transfer to, or training for, a job.

The PCT supports the use of GOR's/GOQ's on both racial and sex grounds where appropriate. Guidance on determining the validity of a GOR/GOQ in a recruitment advert can be sought from Recruitment or your HR Adviser.

1.11 Training and Development

Every new employee should undergo a comprehensive induction programme, including training in the following:-

- 3 Equal opportunities policy and practice at work.
- 4 Supervision or Clinical Supervision.
- 5 Training and Development
- 6 Knowledge and Skills framework.

Please refer to individual policies.

Every employee should have a personal training and development plan, which is reviewed annually.

Information on training and development opportunities will be widely publicised and the take up of such opportunities monitored as part of the performance management process.

The Board will receive periodic training on equal opportunities and the Trust will produce a policy on Training and Lifelong Learning to enshrine equality principles *and work towards a learning partnership agreement*.

1.12 Monitoring and Review

Recruitment policies and practices will be monitored in line with the Codes of Practice published by the statutory bodies on race and sex discrimination.

Action will be taken to analyse the data on recruitment, promotion and training in partnership with local trade.

Records on recruitment and promotion, including reasons for decisions to employ or not will be kept for a minimum of 12 months.

2. Flexible Working Policies

The Trust is committed to providing mechanisms to support staff in balancing work responsibilities with other aspects of their lives and has developed schemes and policies to enable staff to address their caring responsibilities along with a range of flexible working arrangements and to respond to statutory requirements. Examples are:

- Part time working
- Maternity Leave provisions
- Employment Break scheme
- Support for childcare/ on site nursery
- Annualised hours/ term time working
- Carers and Special Leave Policy
- Job Share Policy
- Return to Practice schemes

The Trust will continue to develop these schemes in partnership with staff and local trade unions.

3. Dismissal (Including Redundancy) and other Detriment

3.1 Staff will not be discriminated against in dismissal.

3.2 Staff responsible for selecting employees for dismissal will be instructed not to discriminate on any grounds when taking these decisions.

3.3 Selection criteria for redundancies will be examined to ensure that they are not indirectly discriminatory.

3.4 Care will be taken to ensure that members of one group are not disciplined or dismissed for performance or behaviour, which would be overlooked or condoned in other groups.

3.5 The Trust will notify employees of their intended retirement date between 6 and 12 months before that date and the employee will be

invited to apply to postpone their retirement. Such an application will be thoroughly and fully considered.

- 3.5 Please refer to the Trust's policies on Redundancy, Management of Attendance, Capability, Employing people with Disabilities, Retirement and Dignity at Work for further guidance.

4. Performance and Development Reviews

- 4.1 Staff will not be discriminated against in Performance and Development Reviews.
- 4.2 Staff responsible for Performance and Development Reviews will be instructed not to discriminate on any grounds.
- 4.3 Assessment criteria will be examined to ensure that they are not unlawfully discriminatory.

5. Terms and Conditions of Employment, Benefits, Facilities and Services

- 5.1 Terms and conditions of employment, benefits, facilities and services apply and are provided to all staff equally.
- 5.2 All staff concerned with these aspects of employment will be informed accordingly.
- 5.3 The criteria governing eligibility will be examined to ensure that they are not unlawfully discriminatory.
- 5.4 All terms and conditions will be offered to part time staff in line with their full time comparators in line with the Part Time Workers (Prevention of Less Favourable Treatment) Regulations (2000).

6. Grievances, Disputes and Disciplinary Procedures

- 6.1 Staff will not be discriminated against in the operation of grievance, disputes and disciplinary procedures, for example by victimising an individual through disciplinary measures because he or she has complained about discrimination or given evidence about such a complaint.
- 6.2 The Trust will not ignore or treat lightly grievances from members of particular groups on the assumption that they are over – sensitive about discrimination.
- 6.3 When applying disciplinary procedures, consideration should be given to the possible effect on an employee's behaviour of racial abuse or other racial provocation, communication and comprehension difficulties or differences in cultural background or behaviour.

7. Cultural and Religious Needs

Where employees have particular cultural and religious needs which conflict with existing work requirements, managers should consider whether it is reasonably practicable to vary or adapt these requirements to enable such needs to be met. For example, it is recommended that we do not refuse employment to a turbaned Sikh because he could not comply with unjustifiable uniform requirements. Other examples of such requirements may include observance of prayer times and religious holidays or wearing of particular forms of clothing for religious or cultural reasons.

8. Handling Complaints of Discrimination, Harassment, Bullying and Victimisation

As part of its overall commitment to equality for a diverse workforce, the Trust aims to create a culture in which all staff have the right to be treated with dignity and respect. To achieve this, the Trust has developed policies to deal with discrimination, harassment, bullying and victimisation.

9. Grievance Procedure

If a member of staff feels that they have a complaint of discrimination they may invoke the Trust's Grievance Procedure, which exists to ensure that complaints can be dealt with justly and in a manner which complies with the law.

10. Dignity at Work Policy and Procedures for Dealing with Harassment and Bullying

This policy has been developed to handle complaints of harassment, bullying and victimisation and offers advice, guidance and support in dealing with such complaints, where the harasser is another member of staff or a patient, client or member of the public.

11. Support and Advice

The Director of Human Resources and staff of the Human Resources Department will provide staff with advice and support as required. In addition, staff can seek advice from the Occupational Health Department, Oakdale counselling service or their Trade Union. Additional advice and information is also available from the Commission for Racial Equality (CRE), the Equal Opportunities Commission (EOC) and the Disability Rights Commission (DRC), contact details as follows:

Commission for Racial Equality

St Dunstan's House
201-211 Borough High Street
London SE1 1GZ

Tel: +44 (0)20 7939 0000
fax 020 7939 0001

Email: info@cre.gov.uk

Website: <http://www.cre.gov.uk/>

Equal Opportunities Commission

Arndale House
Arndale Centre
Manchester M4 3EQ

Tel: 0845 601 5901
Fax 0161 838 1733

Website: www.eoc.org.uk

e-mail info@eoc.org.uk

Disability Rights Commission

DRC Helpline
Freepost MID 02164
Stratford Upon Avon
CV37 9BR.

Tel: 08457 622633
Textphone 08457 622644
Fax 08457 778876

Website: www.drc-gb.org

Email: ddahelp@stra.sitel.co.uk

Equal Opportunities Commission

36 Broadway
London
SW1H 0BH

Tel: 0207 222 1110
Fax: 0207 222 2810

Email: media@eoc.org.uk

Stonewall

Tower Building
York Road
London
SE1 7NX

Tel: 020 7593 1850
Fax: 020 7593 1877
Minicom: 020 7633 0759

Email: info@stonewall.org.uk

Age Positive

Age Positive Team
Department for Work and Pensions
Room W8d
Moorfoot
Sheffield
S1 4PQ

Email: agepositive@dpw.gsi.gov.uk

Oakdale Counselling

Tel: 0800 027 7844