

Aims

The Woodhouse and Woodhouse Eaves Good Neighbour Scheme is committed to promoting and valuing equality and diversity in all our activities. We welcome and celebrate the diversity of our community and are strongly committed to achieving equal opportunities and access for all people and groups in society.

The Scheme is available to all adult residents of the parish. Its key aim is to help residents through difficulties they may be facing, so that life becomes a little easier. The Scheme is open to all over the age of eighteen, irrespective of race, nationality, religion, gender, sexual orientation, gender reassignment or disability.

Equality

Equality is about making sure people are treated fairly and given fair chances and access to services. People will not be treated unfavourably on the basis of:

- Age (provided they are over the age of eighteen)
- Disability
- Gender
- Gender reassignment
- Marriage
- Civil Partnerships
- Pregnancy
- Maternity/Paternity
- Race
- Religion
- Belief
- Sexual orientation
- Nationality

The safety of the users **and volunteers** of the Good Neighbour Scheme is paramount. Volunteers are accepted from all sectors of the community providing they are over eighteen and have a current in date enhanced DBS certificate for Working with Vulnerable Adults.

Accessibility

All the Good Neighbour Scheme general meetings are held in the Village Hall or the adjoining King George V room, which are accessible to wheelchair users. Transport to and from meetings is available upon request. There is a hearing loop and PA system in the Village Hall.

Most of the activities carried out by the scheme's volunteers take place either in the resident's own home, or in public places such as hospitals and doctors' surgeries. Each client is consulted over their access needs when they request support and we aim to match their needs as required with an appropriate volunteer.

Diversity

Diversity is about respecting and valuing all forms of difference in individuals and positively striving to meet the needs of different people.

Our Good Neighbour Scheme is open to all individuals over the age of eighteen, either as a user of the Scheme or as a volunteer. We are conscious that the split between male and female volunteers and male and female users of the Scheme is not equal, with females predominating in both cases. Similarly, most of our volunteers and users are over 60. Whilst we consider this to reflect the demographics of our community, we are taking active steps to encourage younger volunteers to come forward and to make sure that everyone is aware of the services we offer.

Code of conduct

- People will be treated with dignity and respect at all times
- People's feelings and values will be respected
- Language or humour that people find offensive will not be used
- No one will be harassed, abused or intimidated on the ground of his or her race, nationality, religion, gender, sexual orientation, gender reassignment, disability or age
- We will comply with all legislation, including the Equalities Act 2010, and other relevant legislation currently in force.
- Abuse of any kind has no place in the Good Neighbour Scheme and we reserve the right to withdraw help from anyone displaying abusive behaviour.

Complaints procedure

- If anyone feels they have been discriminated against, harassed or offended by any volunteer acting within the Good Neighbour Scheme, they should email us at info@woodhousegns.org.uk, or write to us at –

Woodhouse and Woodhouse Eaves Good Neighbour Scheme
c/o Clerk to the Parish Council
Woodhouse Eaves Village Hall
Main Street
Woodhouse Eaves
Loughborough
LE12 8RZ

We will aim to respond within 2 weeks.

- The steering group will take any complaint very seriously and will investigate any complaint fully.

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- If the complaint is against an individual, then the steering group will hear their point of view as well as that of the complainant.
- All investigations will be carried out in a sensitive manner and in such a way that people can express their feelings openly.
- If the complaint is against the Good Neighbour Scheme in general, the steering group will work to ensure that any discrimination that has occurred does not happen again
- The Scheme will continue to support anyone who has registered a complaint and will not treat them less favourably afterwards.