



Equal Opportunities Policy

Penzance Town Council

Penzance Town Council is an Equal Opportunities employer.

1. INTRODUCTION

1.1 Penzance Town Council is a provider of services and employer in Penzance and understands the inequality which some individuals and groups in our society experience.

1.2 We are committed to creating and developing a positive approach to equal opportunities in the delivery of all our services and employment.

1.3 The key aims of this equal opportunities policy are to:-

- provide equality for all
- promote an inclusive culture
- respect and value differences of everyone
- prevent discrimination, harassment and victimisation
- promote and foster good relations across the workforce and with partners

2. THE POLICY

Penzance Town Council is committed to being an effective Equal Opportunities organisation. This means that the Council will do everything in its power to ensure that everyone is treated fairly and with respect at all times.

This applies to all areas of the Council's activities; including recruitment, employment, and provision of Council services.

2.1 As an Employer

We will provide equality and fairness for all in our employment and will not discriminate on grounds of:

- Age;
- Disability;
- Sex or gender;
- Gender reassignment;
- Marriage and civil partnership;
- Pregnancy and maternity;
- Race (including ethnic origin, skin colour, nationality, and national origin);
- Religion or belief; or
- Sexual orientation

All employees will be treated fairly and with respect regardless of position, part-time/full-time working, or length of contract. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability.

All employees are required to treat one another with mutual respect. Actions, behaviour, and attitudes should consistently demonstrate respect for the dignity and worth of an individual.

Harassment and discrimination in any form is unacceptable behaviour and offenders will be subject to disciplinary action.

2.2 As a Service Provider

The Council will strive to ensure that all services provided by, or on behalf of, the Council are made accessible to all individuals and groups equally and without discrimination.

All service users will be treated with respect. Actions, behaviour, and attitudes will consistently demonstrate respect for the dignity and worth of an individual.

The Council will, wherever appropriate, work in partnership with other agencies in the area; including the relevant unitary, county, district, and borough councils, voluntary groups, and community organisations to promote equal opportunities.

The Council will ensure that all contractors directly supplying goods and services or executing works for, or on behalf of, the Council comply with this Council's stated policy on equal opportunities.

3. THE POLICY IN ACTION

3.1 As an Employer

The Council aims to achieve the policy by:

- Ensuring that its employees are made aware of their rights and responsibilities to each other, the customer, and the organisation regarding equal opportunities issues;
- Providing a way in which individuals can communicate any concerns via competent named personnel;
- Treating any unacceptable behaviour seriously; and
- Ensuring that all Managers realise they have a key role in implementing this policy and are expected to take personal responsibility for ensuring its success.

3.2 As a Service Provider

The Council aims to achieve its policy by:

- Ensuring that employees are made aware of the Council's standards of service and customer care, including equal treatment in service delivery;
- Ensuring that no member of the public is disadvantaged or treated less favourably than others in terms of access to Council services. Where the Council's practices,

policies, or procedures are found to make access impossible or unreasonably difficult, we will take such steps as are reasonable in the circumstances to change these practices, policies or procedures;

- Ensuring that, wherever practical, all public buildings and premises owned or managed by the Council are accessible to all. Where this is impractical in the short-term, we will provide reasonable alternative methods of access so that no member of the public is disadvantaged by physical barriers;
- Recognising the importance of communication in attaining equality and providing quality services, which are responsive to the needs of all local people, for example through the provision of information in large print and on audio tape on request;
- Complying with all relevant legislation relating to discrimination and equality.

4. ROLE OF COUNCILLORS AND EMPLOYEES

All Councillors and employees are responsible for implementing the Council's Equal Opportunities Policy. It is important that all individuals who are employed by the Council appreciate that they have a responsibility and a role to play in the provision of equal opportunities.

5. COMPLAINTS

5.1 Complaints from staff about discrimination or unfair treatment will be dealt with as laid down in the Council's Grievance Procedure.

5.2 Any prospective employee wishing to raise a complaint should do so, in writing, to the Town Clerk within 15 days, at the latest, of the alleged incident. An investigation will then be conducted by a representative of the Town Council who has not been previously involved with the selection procedure. The individual will receive written notification of the outcome.

5.3 Complaints from members of the public about discrimination or unfair treatment will be dealt with through the Council's Complaints Procedure.

6. MONITORING AND REVIEW

The Council's Personnel Committee will have responsibility for the implementation and monitoring of the policy as it applies to the Council as an employer.

The Council's Leisure & Amenities Committee (in respect of Town Council services other than Penlee House) or the Penlee House Committee (in respect of Penlee House Gallery & Museum) will have responsibility for implementing and monitoring the policy as it applies to the Council as a service provider, involving local community and voluntary groups in the monitoring process where appropriate.