

Last reviewed on: 20/09/2023

Approved by the board of trustees: 30/09/2023

Date of next review: 30/09/2025

Diversity and Inclusion Policy and Procedures



1. About this policy

Discrimination and an imbalance of power and privilege exist in our society. Good Vibrations is committed to playing our part in eliminating discriminatory practices and barriers to equality of opportunity. **We want to be a diverse, inclusive organisation, proactive in creating equal opportunities and sharing power and privilege.** We want to get better at this and are open to feedback about how to. Central to this is the implementation of our Diversity and Inclusion Plan. There is much to discuss and implement with partners and participants in this space, and lots of learning, difficult conversations, and barriers to overcome.

Broadly, we feel that our approach, values and activities are inclusive. We work with a diverse range of people. But we are not yet as diverse, or as representative of the people we work with, as we want to be. This could make us blind to perspectives that could improve our services for different groups of people.

Good Vibrations' **core values** are openness, creativity, collaboration, supportiveness, flexibility, self-responsibility, professionalism, respecting and valuing all, sustainability, critical reflection, practical approaches, and evidence-based approaches. These are at the forefront of our practice and work. The following qualities and approaches are also crucial to this work:

- Honesty
- Kindness
- Non-judgment
- Valuing lived experience
- Avoiding tokenism
- Resourcing it well
- Putting ourselves in other's shoes
- Acknowledging shortcomings
- Being wary of decisions that don't include voices of diverse people
- Using our values and competencies framework to guide us
- Keeping all forms of diversity in scope
- Understanding intersectionality¹
- Remembering diversity can be invisible
- Being prepared to challenge discriminatory practice

This policy applies to our trustees, employees, contractors, volunteers and participants.

2. Equal opportunities and discrimination

We are committed to not discriminating on the grounds of protected characteristics². This is against the law. You must not discriminate against other people when you are in the workplace, or carrying out work-related activities. Everyone should receive equality of opportunity from us regardless of protected characteristics they may or may not have. The following forms of discrimination are prohibited under the **Equality Act 2010**:

- Direct discrimination: treating someone less favourably because of a protected characteristic

¹ Intersectionality is the complex, cumulative way in which the effects of multiple forms of combine, overlap, or intersect especially in the experiences of marginalised individuals or groups.

² Protected characteristics are disability, gender reassignment, age, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Our understanding of the term 'disability' encompasses a wide range of different things from physical disabilities to learning disabilities to learning difficulties to visual impairments to hearing impairments to chronic health conditions, and more.

- **Indirect discrimination:** this applies to everyone but adversely affects people with a protected characteristic more than others, and is not justified
- **Harassment:** see our Anti-Harassment and Anti-Bullying Policy for further details
- **Victimisation:** retaliation against someone who has complained or supported someone else's complaint about discrimination or harassment
- **Disability discrimination:** unjustified less favourable treatment because of the effects of a disability, or failure to make reasonable adjustments to alleviate disadvantages caused by a disability

Positive discrimination is when you give preferential treatment to people with a protected characteristic rather than due to their suitability. Positive discrimination is illegal because it is still discrimination. Here are some positive discrimination examples:

- Having a quota on hiring a specific number of people based on a protected characteristic.
- If you choose to hire a female candidate in favour of a more suitable male candidate because you worry there is a distinct lack of females in your organisation. That's positive discrimination unless an employer can show it was a proportionate means of achieving a legitimate aim.
- Hiring an ethnic minority employee to fill diversity and minority group quotas over a more qualified non-ethnic minority employee. This is positive racial discrimination.
- Promoting an underqualified employee to a managerial position as they're considerably younger than the rest of the managerial team. That's positive age discrimination.

Positive action, however, is about taking specific steps to improve equality. A workplace will actively encourage applicants or groups to apply for job roles. Under the Equality Act 2010, you can take positive action to support those from under-represented groups, to help them overcome any disadvantage when competing with other applicants or applying for development and training. This differs from discrimination, where a person is employed specifically because of a protected characteristic, rather than because they're the most qualified or equally qualified for a role. Positive action doesn't negatively affect other groups.

Part-time and fixed-term employees are treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions unless different treatment is justified.

3. Diversity and inclusion

Diversity is about difference, variety, representation and individual traits that make people unique. Diversity recognises these differences and acknowledges the benefits of them. **Inclusion** is where differences are valued and everyone can belong, thrive, be themselves, and feel welcome. This includes removing barriers and ensuring everyone has a stake and an influence, no matter what their circumstances or background.

Interpretation of diversity and inclusion differ from person to person, but you need both diversity and inclusion to have a successful organisation.

Diversity, inclusion, and non-hierarchy are central to our mission. We talk about equality and everyone being treated equally so we need to actively do it. The more representative our team becomes of our diverse participants, the better placed we are to understand them and their experiences and to serve them better. The more diverse we become, the more people seeing that will feel included and engage with us.

Recruiting people from more diverse backgrounds brings in a broader talent pool, and fresh ideas and experiences that help us innovate, deal with problems and capitalise on opportunities. And through bringing more participants onto our team and supporting them in leadership roles, we are making a positive difference to the more even distribution of power and privilege across society.

Everyone develops unconscious biases as a result of their upbringing, life experiences and work. They are forever changing and natural. People tend to be more susceptible to their unconscious biases

when they have to make quick decisions. We ask you to be open-minded, objective, and to challenge your own preconceptions at moments when unconscious biases might be at play.

Unconscious biases include:

- Confirmation bias: you pay more attention to things that back up your beliefs than contradict them
- Negative information bias: you equate one bit of negative information about someone with three bits of positive information about them
- Enthusiasm for competence: you mistake likeability for competence
- Attribution error: you assume the fault lies with the individual, not their circumstances

4. Participant experiences

Good Vibrations provides **inclusive group music-making projects using accessible mediums**, and we encourage people to mix in complementary, inclusive elements, such as free improvisation, lead-follow-observe exercises and collectively devised pieces. We enhance career support and progression for under-represented groups - through *Keep in Touch*, long-term impact monitoring, training, and supervision. We offer opportunities for participants' voices to be heard widely, e.g. through blogs and podcasts.

We are committed to continuing to:

- Discover barriers that exist in and around our work - and trying to remove or mitigate them.
- Making our monitoring and evaluation approaches more creative and inclusive, e.g. by letting participants tell the story, rather than evaluation being done to them.
- Considering minority views at as many points as possible, e.g. by asking, *'Can people see it, hear it, understand it and participate in it?'*

5. Recruitment and induction

We advertise roles where diverse people will see them and plan out these channels with help from diverse stakeholders. Our job adverts avoid stereotyping and wording that may discourage particular groups from applying. They communicate what we do, and explain we use gamelan and why, but they do this in a simple way, as gamelan is unfamiliar, and we don't want to come across as niche or to put people off. Our role descriptions contain a diversity and inclusion statement and detail the benefits of the roles. We write them in plain English, in a non-intimidating, professional way.

We use a **standard application form**. The personal details that applicants submit in it, together with their equal opportunities monitoring form are kept separate from the rest of their application, so the panel who assess their application and shortlist, can do so solely on the information applicants give on the non-personal detail pages of the form. Health or disability questions are included in equal opportunities monitoring forms, but these are not used for selection or decision-making purposes.

We include a section on **fair chance recruitment** in the form, and explain that we defer asking the following types of questions until we make conditional job offers and take up pre-employment checks:

- Have you been the subject of formal disciplinary action by your current/previous employer?
- Do you have any unspent criminal convictions?
- Are you barred from engaging in regulated activity by the Disclosure and Barring Service?
- Do you have any medical condition which could affect your ability to carry out this role?

We take all reasonable steps to remove any barriers applicants may face when attending interviews, and try to recruit differently, e.g. by including non-formal approaches within the process. Shortlisting is done by at least two people and interviews are carried out by a diverse panel. We share a resource about avoiding unconscious bias with those carrying out interviews.

We run recruitment exercises on a merit basis, against objective criteria that avoid discrimination. We make it clear that skills and knowledge might come from applicants' life - as well as professional - experiences.

Applicants are not asked questions that might suggest an intention to discriminate on grounds of a protected characteristic. They are not asked about health or disability before an offer is made, except in very limited circumstances allowed by law, e.g. to check they could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check.

All appointments are made using safer recruitment guidelines with contracts being offered to candidates who meet role requirements, provide satisfactory Enhanced DBS checks, and are given good references.

During the induction process, we ask team members if they have additional needs or conditions we should know about, and make adjustments to support them with these. If a team member is disabled, becomes disabled, or has health-related requirements, we encourage them to tell us about this, so together we can consider what reasonable adjustments or support may be appropriate.

6. Board meetings and trustees

We are working to make our Board of Trustees, and the way it operates, more diverse and inclusive. At Board meetings, we avoid using jargon, and mix up the delivery style of agenda items to suit different learning approaches. We arrange accessibility support for Board meetings wherever needed, e.g. team members to help with communication or video call access. We run some Board meetings in person to help people get to know each other better, and others by video call to eliminate travelling time and emissions. We hold optional, pre-Board meetings for people to chat, discuss upcoming items, and ask questions.

To ensure facilitators have a voice at Board meetings, the Facilitator Rep attends and gives updates on their behalf. Meeting minutes (except for confidential items) are shared with the wider team. Team members take part in discussions on the strategic direction of the organisation, and trustees buddy with facilitators and employees to discuss specific risk areas, which informs Board meeting discussions. Human rights/lack of diversity is an area we monitor quarterly on our risk register, making use of Youth Music's EDI Self-Assessment Tool to support us.

We want to recruit more people with lived experience and skills we need as trustees. However, some people are banned from becoming charity trustees, CEOs, or Directors of Finance, e.g. people with unspent criminal records, criminal records relating to dishonesty or deception, or who are on the sex offender register. Charities can apply to the Charity Commission for a waiver, but the application is long and there is no guarantee of success. Unlock (recruit.unlock.org.uk) provide more information on this subject.

When recruiting new trustees, shortlisted candidates are asked to observe a meeting first. New trustees are buddied with existing ones for six months to help them become more familiar with the role. We reimburse all of their expenses.

With all our trustees, we aim to:

- Welcome their questions and uncertainty
- Help them feel valued and taken seriously
- Not make assumptions about them
- Not expect them to be an expert or voice of a particular community
- Make sure they don't feel isolated or different to the other trustees
- Support them to develop knowledge around charity governance, e.g. in finance
- Offer them training and access to equipment and inclusive technology as needed

7. Communications

We aim to make our communication materials accessible and easy to understand - through appropriate language, fonts, colour, and imagery. We communicate carefully what we do.

As gamelan is unfamiliar to most people, we explain its accessibility and uniqueness in a simple way to make it understandable. We simplify the Good Vibrations experience and what's involved for people, e.g. through short films.

We tell people about our diversity and inclusion strategy, and about diversity and lived experience in our team, and why it's important. We use photos and videos showing diversity in our projects and team, so that diverse people can see reflections of themselves in our work. We ask our team members to lead by example, e.g. by stating their pronouns in email signatures, if they feel comfortable to, etc.

We avoid using jargon when we speak and write to people. We give our team a hand-out about how to communicate more clearly, explaining how this can help everyone, and particularly people with dyslexia. We are working hard to feedback more often to people that their voice is being heard, and how.

We are developing our creative digital work, as this will help engage new participants, support them with progression, and help their voices to be heard. Not everyone is able to go online though, so we will prioritise in-person projects, and devise ways to involve people who can't go online across our work. Having diverse people feeding into our creative digital work, and carrying out accessibility reviews on it is important to us.

8. Observance of cultural and religious festivals, dietary needs and customs

We celebrate and value the diversity brought to our workforce through individuals. We aim to create a culture that is flexible, respectful and sensitive to the cultural, religious and non-religious beliefs and needs of all team members. People have the right to their own belief system, or not to subscribe to any religion. We should be respectful of each other's cultural backgrounds and not judge others' behaviour in terms of a particular cultural norm.

Individuals may request time off for cultural or religious festivals that fall outside of England's Bank Holidays, or for extended leave, e.g. to go on a pilgrimage or to travel abroad for a birth, wedding or death. Such requests will be considered sympathetically. If the leave exceeds the employee's holiday entitlement, unpaid leave may be made available to facilitate the time off. It may not be possible to grant requests in every circumstance due to organisational needs. But where it is not possible, there must be a legitimate business reason, and every effort must have been made to find some means of accommodating the request.

Working patterns will be clearly explained to interviewees during the recruitment process. Where a job requires an employee to work hours that impact on their religious needs, reasonable adjustments will be considered, balanced against delivery requirements.

We will support team members whose belief requires them to pray at certain times of the day, to do so, using flexible working, annual leave or unpaid leave. We will also try to help them identify quiet spaces for prayer, contemplation, changing or washing, where necessary. The timing of key meetings will take account of attendees' religious needs.

We do not have a dress code. Normally, people can wear what they want for work. However, we require team members to dress in clothes that enable them to work safely. Additionally, team members must adhere to partners' dress codes when working in those settings.

When organising social events we will try to be as inclusive as possible, bearing in mind the cultural and religious diversity within our team. When providing hospitality at events, we will give consideration to different dietary needs to ensure these are catered for and the way food is served is respectful to all. We will make every attempt to be sympathetic to individuals who are fasting at various times of the year.

When we produce communications that refer to religious or cultural celebrations, we will avoid abbreviating the full names of such celebrations as this can cause offence to those who practice the faith.

We ask team members to make reasonable and early requests for support in meeting their needs.

9. Putting this policy into practice

The policy does not form part of any employee or freelancer's contract. It may be amended at any time.

Breaches of this policy are dealt with through our **Grievance, Disciplinary and Capability Policy**. If you believe you have suffered discrimination you can raise the matter through this policy or our **Anti-Harassment and Anti-Bullying Policy**. Complaints will be treated in confidence and investigated as appropriate.

Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal. You will not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately or in bad faith will be treated as misconduct and dealt with under our Grievance, Disciplinary and Capability Policy.

Good Vibrations will provide regular opportunities for training and discussion about this policy to take place. The policy will be reviewed, every two years to check it is robust, in line with legislation and accurate.

Employees, contractors and trustees starting work with Good Vibrations must read all of its policies and procedures, and give confirmation they have read and understood them and will adhere to them. Volunteers at Good Vibrations must read the policies and procedures set out in the Volunteer Handbook, giving confirmation they have read and understood them and will adhere to them.

10. Diversity and Inclusion Action Plan

We've created this plan with participants, partners, team members and experts.

<ol style="list-style-type: none"> 1. Map team's skills, demographics and experiences and identify where we might have weaker representation and awareness. 2. Explore how best to add in an optional, pre-Board meeting for chat, agenda discussion, questions, and introduce this. 3. Move 1 participant onto a GV traineeship. 4. Research recruitment channels for advertising roles where diverse people will see them. Use these, monitor their impact, and develop approach based on findings. 5. Make the website more accessible/inclusive. 6. Create films to convey GV projects simply. 7. Team members to lead by example, e.g. by stating pronouns in emails, if comfortable. 8. Use a consultant to check for gaps in this strategy, give Baring project advice and recommend training and recruitment channels to use. 9. Improve equal opportunities and diversity forms so more in line with best practice 10. Make the gamelan in community projects more accessible for people with disabilities by investing in new equipment 11. Do a SWOT Analysis on GV and diversity and inclusion - with a diverse group. 	<p style="text-align: center;">SEPTEMBER 2023-AUGUST 2025</p> <p>Budget: £4,000 (see Reforecast for breakdown)</p> <p>Monitoring: Targets to be monitored quarterly in the Performance Against Strategy Dashboard</p> <p>Champions: Jane Gibb, Hannah Pereira Johns, & 1 other tbc</p>
<ol style="list-style-type: none"> 12. Check our governing document and policies don't put any extra barriers in the way of people with criminal records being recruited into meaningful senior positions. 13. Diversify Board by recruiting 2 trustees with needed skills, e.g. lived experience (e.g. participant, partner organisation participant, Social Practice ENT 'graduate') 14. Move 2 participants onto GV traineeships. 15. Buddy trustees with participant advisors to learn from each other, come up with ideas, and help more advisors become trustees. Be clear what's in it for advisors. 16. Use digital gamelan to convey what gamelan is in new, accessible ways. 17. Prepare a diversity statement, tell people about this strategy, the diversity/lived experience in our team, and why it's important. 18. Check our policies to make it clear GV is inclusive, especially for those who felt unsafe in previous workplaces. Ensure language in them is inclusive. 19. Consider barriers to people doing/completing GV projects and adjust to mitigate. 20. Survey workforce's demographics/experience and compare with participants'. 21. Create learning resource bank, e.g. on protected characteristics, intersectionality, power/privilege, BLM, empire, class, anti-racism, white privilege, bias, barriers, cultural appropriation, visual/hearing impairments, disabilities, mental health needs. 22. Develop relationships with networks/organisations who can advise on different areas, and attend relevant conferences which focus on D&I, so we benefit from a broad range of input, new and emerging ideas, policy developments, etc. 23. Better understand cultural appropriation and acknowledge it. Talk with Indonesian orgs/communities - ask if there is anything we should do differently. 	<p style="text-align: center;">SEPTEMBER 2023-AUGUST 2025</p> <p>Budget: £4,000 (see 23-24 Good Vibrations Budget for breakdown)</p> <p>Monitoring: Targets to be monitored quarterly in the Performance Against Strategy Dashboard</p> <p>Champions: Jane Gibb, Hannah Pereira Johns & 1 other tbc</p>