

**LMC Services Yorkshire CIC
Equality, Diversity and Inclusion policy**

The aim of LMC Services Yorkshire CIC is to provide benefits to Local Medical Committees and their constituents, General Medical Practitioners and General Medical Practice Teams.

Promoting equality and addressing health inequalities are at the heart of LMC Services Yorkshire CIC's (the company) values.

The company is committed to encouraging equality, diversity and inclusion in all its activities and eliminating unlawful discrimination.

The aim is for this organisation to be truly representative of all sections of General Practice, and for everyone to feel respected and able to give their best.

The company is committed to ensuring that all individuals and organisations with which it engages are treated equally, regardless of gender, sexuality, race, religion, ethnicity, age or disability

The company acknowledges that its provision of services will be enhanced when its activities reflect the diversity of the population and specifically the community served

The company does not positively discriminate or impose specific quotas to establish diversity

Our policy's purpose is to:

- Ensure equality, diversity and inclusion, fairness and respect for all users of LMC Services Yorkshire CIC
- Not unlawfully discriminate, in accordance with the protected characteristics set out in the Equality Act 2010 including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation)
- Oppose and avoid all forms of unlawful discrimination.

Our commitments:

- to encourage equality, diversity and inclusion within LMC Services Yorkshire CIC; this is good practice and makes good business sense
- to create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting and ensuring the maintenance of dignity and respect for all, and acknowledging and valuing individual differences and the contributions made by all
 - These commitments include training all those engaged by LMC Services Yorkshire CIC ensuring they are aware of responsibilities set out in this policy
 - All engaged by LMC Yorkshire CIC shall conduct themselves in a manner that ensures equal opportunities are applied across all areas of LMC Services Yorkshire

- CIC and aims to prevent bullying, harassment, victimisation and unlawful discrimination
- Anyone engaged by LMC Services Yorkshire CIC shall be held accountable for any acts of bullying, harassment, victimisation and unlawful discrimination against any fellow persons during the course of their engagement by LMC Services Yorkshire CIC
- to take seriously any complaints of bullying, harassment, victimisation and unlawful discrimination
 - Such acts will be dealt with as misconduct in accordance with LMC Services Yorkshire CIC's grievance and/or disciplinary procedures
 - Any reported sexual harassment, harassment or sexual assault complaints will be dealt with in accordance with the Protection from Harassment Act 1997 and will be deemed a criminal offence
 - To make decisions concerning all engaged by LMC Services Yorkshire CIC based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
 - to review this policy and any employment policies and procedures when necessary to ensure they reflect changes to new guidance and the law
 - to ensure that representation of all engaged by LMC Services Yorkshire CIC, in terms of age, sex, ethnic background, sexual orientation, religion or belief, and disability are fairly represented, as set out in this policy
 - to establish appropriate monitoring of this policy across LMC Services Yorkshire CIC to assess its application across all staff and take appropriate action as necessary to address any concerns.

Our commitment to follow this policy:

- Breaches of this policy will be dealt with as misconduct under LMC Services Yorkshire CIC grievance and disciplinary procedures, and appropriate action will be taken
- In the event of any dispute, please refer details of LMC Services Yorkshire dispute resolution policy

Any application of LMC Services Yorkshire CIC's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

LMC Services Yorkshire CIC (the company) is committed to providing an environment free from harassment, bullying and discrimination and wishes to ensure that all those operating within the community served are treated, and treat others, with dignity and respect.

If you feel you are being harassed, bullied or otherwise discriminated against by someone associated with the company, or you are aware of others being subjected to such treatment, we strongly encourage you to raise this with us.

You may wish to consider first whether you feel able to address the problem informally with the person responsible. If so, you should explain clearly to them that their behaviour is not welcome or makes you uncomfortable.

However, if this is difficult, embarrassing, or uncomfortable for you, we would encourage mentors and mentees to speak to the Mentor Lead or Associate Mentor Lead who can provide confidential advice and assistance. They can be contacted via info@gmplus.co.uk

For anyone else contact Stacey Fielding, Head of Operations via info@yorlmltd.co.uk

You can be assured, that such complaints will be investigated in a timely and confidential manner. Where possible, the investigation will be conducted by someone with appropriate experience and no prior involvement in the situation. Details of the investigation, your name and the name of the person accused will only be disclosed on a "need to know" basis (which may include enabling the accused person properly to answer the allegations). We will of course, consider with care whether any steps are necessary to manage the ongoing relationship between you and the person accused during the period of any investigation.

Once an investigation is complete you will be informed of its outcome. If it is found that you have been harassed, bullied or otherwise discriminated against by an employee, Director or Contractor of the company the matter will be dealt with under the Disciplinary Procedure. If the harasser, bully or discriminator is a third party, we will consider what action would be appropriate to deal with the problem.

Whether or not your complaint is upheld, we will consider how best to manage any ongoing relationship between you and the person concerned.

The company recognises that certain treatment of or by particular individuals is unlawful. Further information of the legal definition of such treatment is available from Shanee Baker, LMC Law

For the purpose of this policy, you are encouraged to raise all concerns you may have relating to any unwanted, inappropriate or improper conduct of which you are aware. It is imperative to us that we know about these matters so they should properly be addressed, regardless of whether or not legal protections and liabilities are triggered. We want people to come forward and anyone, who in good faith makes complaints or participates in any investigation, must not suffer any form of retaliation or victimisation as a result.

The company has developed a Code of Conduct that provides guidance on expected behaviour and sets out standards of conduct that support our values in the work that we do. Appendix 1 refers

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Date	Author	Document History
March 2021	A Foulston	Agreed by Directors, CIC
Oct 2021	A Foulston	Copyright information added, pronouns updated
Feb 2022	As above	Copyright updated
Feb 2024	J Burgess	Update
March 2025	J Burgess	Update to contacts

Equality, Diversity and Inclusion policy

APPENDIX 1: CODE OF CONDUCT

The aim of LMC Services Yorkshire CIC is to provide benefits to Local Medical Committees and their constituents, General Medical Practitioners and General Medical Practice Teams

INTRODUCTION:

This code of conduct provides guidance on expected behaviour and sets out the standards of conduct that support the values of LMC Services Yorkshire CIC (the company) in the work that it does.

The company welcomes open debate and free exchange of ideas. It is committed to creating a culture that is inclusive of the community served. It is important that every individual associated with the company feels able to contribute, knowing that their points of view will be valued, and differences of opinion will be respected.

It is important to build a sustainable future for the company.

It is important to attract and retain individuals who reflect and represent the values of the company and this code applies to all the community served.

Directors, employees or contractors working with the company, whether temporarily, part-time or full-time must conduct themselves so as to promote the success of the company and maintain the individual and collective reputation of the company to the community served.

The code will be reviewed annually.

DEFINITIONS:

“Company Business” includes company listservers, company meetings, company events, company premises, company accounts on social media, representing the company at external events; it does not include comments made in a personal capacity, on personal social media accounts or elsewhere.

“Member” includes all members of the community served

OUR BEHAVIOUR PRINCIPLES:

Everyone associated with the company has a responsibility to promote positive behaviours and to challenge poor behaviours.

The company’s behaviour principles are:

- Respect others
- Be professional
- Be accountable
- Be representative
- Be kind

No set of guidance can cover all eventualities, but to aid understanding, the BMA has described some examples of these principles in practice. Examples of positive and poor behaviours are included at **Appendix 2**.

OUR POLICIES AND GUIDANCE:

As well as defining expected principles of behaviour, company policies and guidance inform how things are done, outline expectations and describe processes and procedures that must be followed.

This code brings together all existing company policies and guidance that apply to any individual associated with the company.

These company policies can be found on the company website or copies can be obtained by contacting info@gpmplus.co.uk

The key principles of each are outlined below.

1. Responsibilities of the company towards the community served

- 1.1 The company recognises that it has a reciprocal duty of care towards the community it serves.
- 1.2 This code of conduct will not be applied unreasonably or disproportionately.
- 1.3 The company will support individuals within the community served who challenge poor conduct and behaviours.
- 1.4 The company has a comprehensive pastoral care team with many years' experience. This team can be contacted in the first instance via Head of Operations

Email: info@yorlmc ltd.co.uk

Phone: 01423 879922

Mail: 1st Floor 87-89 Leeds Road, Harrogate, North Yorkshire, HG2 8BE,

2. Responsibilities of individual members of the community served

2.1 Personal conduct: Individuals are expected to maintain a high standard of personal conduct and to treat colleagues and other members of the community served with respect. In particular, individuals are required to promote and role model the behaviour principles outlined in this code of conduct. Doctors should display the same duty of care towards one another as they would towards patients and in the workplace. Individuals should respectfully and kindly challenge others who do not adhere to the behaviour principles.

Bullying and harassment, including sexual harassment, will not be tolerated and cases will be taken extremely seriously. Bullying includes behaviour that is intimidating, malicious, offensive or insulting and includes 'jokes', 'banter' ridicule or taunts. It may be an abuse or misuse of power and it may be unwarranted and unwelcome. Harassment is against the law. In the Equality Act 2010, it is defined as conduct that is related to one of the protected characteristics (age, race, religion or belief, gender reassignment, disability, sex, or sexual orientation). It is unwanted by the recipient and it has the purpose or the effect of violating their dignity or creating a hostile, intimidating, offensive, degrading or humiliating environment for them. Sexual harassment is separately defined in the Equality Act 2010 as unwanted conduct of a sexual nature which has the same purpose or effect.

2.2 Conflicts of interest: A conflict of interest is the risk that an individual's ability to apply judgement could be influenced by a secondary interest. Individuals must declare any relevant conflict of interest before a debate or a decision is made. Where a potential conflict of interest exists,

this may limit their participation in debate and/or decision-making. Further guidance on what might constitute a conflict of interest and the process for recording such conflicts is set out in the company's conflicts of interest policy.

2.3 Confidentiality: Information about, or held by the company, that is not expressly put into the public domain by the company, may only be given to others if they are entitled to receive it and must not be used except for the benefit of the company.

For the time being LMC Services Yorkshire CIC will make no comments to the press. However in the event an individual is approached by the media for comment they should in the first instance seek the advice of the Head of Operations via

Email: info@yorlmc Ltd.co.uk

Phone: 01423 879922

Mail: 1st Floor 87-89 Leeds Road, Harrogate, North Yorkshire, HG2 8BE,

2.4 Health and safety: Employed individuals are referred to the staff handbook which sets out health and safety policies and procedures.

2.5 Payments: individuals must comply with current policy and procedures on expenses, honoraria or other remuneration.

3 Relationships with third parties

3.1 Individuals may come into contact with a wide range of suppliers of goods and services including professional advisers and business consultants. Suppliers must be treated with courtesy and fairness at all times.

3.2 Individuals are required to disclose any acceptance of gifts or hospitality given by third parties in circumstances that could be seen as relevant to the company's business.

3.3 Any offers of third-party sponsorship and co-branding of activities and events must be consistent with the company's sponsorship policy

4. How to raise a complaint about a member of the community served

4.1 Wherever possible, the company's preference is to promote positive behaviours, and prevent issues from happening in the first place. The company is, above all, an organisation that supports doctors and their practice teams.

4.2 the company recognises the importance of challenging poor behaviours.

4.3 the company's preferred approach is to address poor behaviour informally through support, training and feedback.

4.4 Where individuals have a concern about the conduct of a member or a colleague, and are unable or unwilling to deal with the matter informally, this should be raised with the Head of Operations via

Email: info@yorlmc Ltd.co.uk

Phone: 01423 879922

Mail: 1st Floor 87-89 Leeds Road, Harrogate, North Yorkshire, HG2 8BE,

4.5 Individual complaints must not be raised in an open forum.

4.6 Concerns may be raised by the individual affected or by others who have witnessed poor behaviour.

5 Conclusion

It is important to remember that internally expressed views may be externally reported so think about the guidelines about expressing dissent even if you are just taking something to a further stage in the company's democratic processes. It is not right to obstruct decisions or waste time by repeatedly raising the same issue unnecessarily. Instead, be proportionate.

Fundamentally, do not let honest disagreement hinder working relationships. Respect those who disagree with you.

For further guidance please contact the Head of Operations via info@yorlmcld.co.uk

Appendix 2

Examples of positive and poor behaviours
 These are verbatim comments from BMA Members

	Positive behaviours	Poor behaviours
Respect others	<ul style="list-style-type: none"> • Everyone has the right to contribute and should be encouraged to do so • Every contribution is valued • Listen to one another – do not interrupt • Be open to others' ideas and opinions • Try to see things from the point of view of others • Be prepared to change your mind 	<ul style="list-style-type: none"> • Ignore the input or value of others' contributions • Alienate others • Interrupt one another • Not listen to one another • Refuse to consider alternative points of view • Undermine, humiliate or degrade others
Be professional	<ul style="list-style-type: none"> • Remember you are a doctor with expected professional behaviours • Prepare for meetings – read papers • Flag controversial issues with the chair beforehand to allow for extra time or debate • Attend and actively participate in meetings • Mentor and support new members 	<ul style="list-style-type: none"> • Behave in a way unbecoming of a doctor • Persistent non-attendance at meetings without good reason • Attend meetings without reading papers • Do not participate fully across the agenda • Fail to support less experienced members

<p>Be accountable</p>	<ul style="list-style-type: none"> • State your case with clarity and brevity • Explain your decisions and actions to your constituents • Debate in private but support democratic decisions in public • Maintain confidentiality • Challenge constructively – consider the time, place and impact on others 	<ul style="list-style-type: none"> • Dominate conversations and restate the same argument • Do not explain decisions and actions to constituents • Undermine democratic decisions in public • Breach confidentiality • Raise vexatious complaints
<p>Be representative</p>	<ul style="list-style-type: none"> • Where possible, seek the views of those you represent on the issues that affect them • Where possible, share relevant information and feed back any outcomes which are not confidential to your constituents • Represent constituents' views at meetings and when voting • Act in the best interests of members 	<ul style="list-style-type: none"> • Assume the views of others without asking or testing assumptions • Represent personal views in opposition to the views of constituents • Do not communicate relevant information to constituents/colleagues in a timely manner • Do not explain to constituents why decisions were taken • Fail to disclose or manage conflicts of interest
<p>Be kind</p>	<ul style="list-style-type: none"> • Be welcoming • Criticise ideas, not people • Recognise positive behaviours • Challenge disrespectful behaviours 	<ul style="list-style-type: none"> • Do not welcome others • Form cliques and exclude others • Blame and mistrust others • Criticise people, rather than ideas • Do not praise positive behaviours • Do not challenge poor behaviours • Be aggressive and impatient

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