

# **Equality, Diversity, and Inclusion Policy for Inclusive Outsource LTD**

**Effective Date: November 2024**

**Reviewed by: Directors**

**Next Review Date: November 2025**

At Inclusive Outsource LTD, we are committed to creating an inclusive environment where diversity is celebrated, and everyone is treated with dignity, fairness, and respect. We believe that equality, diversity, and inclusion are essential to providing a safe and supportive space for the children, young people, vulnerable adults, families, staff, and volunteers who engage with our services.

## **1. Purpose and Scope**

The purpose of this policy is to:

- Promote equality, diversity, and inclusion in all aspects of our work, ensuring that all individuals, regardless of their background, feel valued, respected, and supported.
- Ensure that no individual experiences discrimination or unfair treatment due to their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, neurodivergence, socio-economic status, or any other protected characteristic.
- Create a positive culture where difference is embraced and individuals feel empowered to contribute fully to our work and activities.

This policy applies to everyone at Inclusive Outsource LTD, including staff, volunteers, trustees, freelance workers, contractors, and the children, young people, and vulnerable adults we serve.

## **2. Our Commitment to Equality, Diversity, and Inclusion**

We are dedicated to fostering an environment where:

- Everyone is treated fairly, with respect and consideration, irrespective of background or personal circumstances.
- The individuality of each person is recognised and valued, especially the diverse needs of neurodivergent individuals and those with disabilities.
- There is a zero-tolerance approach to any form of discrimination, harassment, victimisation, or bullying.
- We actively promote diversity in our workforce, seeking to engage people from all backgrounds, including those from underrepresented or marginalised groups.

## **3. Legal Framework**

Our commitment to equality, diversity, and inclusion is underpinned by UK legislation, including:

- **Equality Act 2010**
- **Human Rights Act 1998**

- **Children and Families Act 2014**
- **Care Act 2014**

We also align our practices with guidance from the Equality and Human Rights Commission and ensure that our policies and procedures reflect best practices in promoting diversity and inclusion.

## **4. Implementation of Equality, Diversity, and Inclusion**

To create an environment that values equality, diversity, and inclusion, we will:

### **4.1 Recruitment and Employment**

- Ensure that our recruitment processes are inclusive and attract a diverse pool of candidates.
- Ensure all job descriptions are free from bias and focus on the skills and attributes required for the role.
- Make reasonable adjustments to accommodate candidates and employees with disabilities or additional needs (e.g., adjustments to the interview process, flexible working arrangements).
- Assess candidates based on their skills, experience, values, and potential to contribute to our organisation, without discrimination.

### **4.2 Service Delivery**

- Design our services to meet the diverse needs of the children, young people, vulnerable adults, and families who access our support, including tailored mentoring, advocacy, and group sessions that are inclusive.
- Ensure that all service users, regardless of background or ability, can fully participate in our activities by making reasonable adjustments to accommodate individual needs.
- Engage with our service users to listen to their feedback and ensure that we are meeting their needs in a way that is inclusive and responsive.

### **4.3 Training and Development**

- Provide ongoing training on equality, diversity, and inclusion for all staff, volunteers, and freelance workers, including training on unconscious bias, cultural awareness, and promoting inclusivity for neurodivergent individuals and those with disabilities.
- Ensure that staff and volunteers are aware of their responsibilities in upholding this policy and have the knowledge and skills to foster an inclusive environment.

### **4.4 Inclusive Communication**

- Use accessible and inclusive communication methods to ensure that all individuals can understand and engage with our services. This includes providing materials in accessible formats, such as large print or easy-read versions, where required.
- Ensure that our digital platforms and online services are designed with accessibility in mind, following best practices for digital inclusion.

## 5. Tackling Discrimination and Harassment

Inclusive Outsource LTD is committed to addressing and eliminating any form of discrimination or harassment. We take a **zero-tolerance** approach to:

- **Direct or indirect discrimination:** Treating someone unfairly based on a protected characteristic, or applying a practice that disadvantages individuals with certain characteristics.
- **Harassment:** Unwanted behaviour that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Victimisation:** Treating someone unfairly because they have complained about discrimination or supported someone who has.

We encourage all staff, volunteers, and service users to report concerns related to discrimination, bullying, or harassment. Any reports will be handled seriously and with sensitivity, following our complaints and whistleblowing procedures.

## 6. Responsibilities

### 6.1 The Organisation

- The Directors are responsible for ensuring that this policy is implemented effectively and that equality, diversity, and inclusion are embedded in our organisational culture.
- We will regularly review and monitor our practices to ensure compliance with this policy and make improvements where necessary.

### 6.2 Staff and Volunteers

- All staff, volunteers, and freelance workers are expected to uphold the principles of equality, diversity, and inclusion in their work, ensuring they treat others with dignity and respect at all times.
- Staff and volunteers must be proactive in challenging any discriminatory behaviour and promoting an inclusive culture.

### 6.3 Service Users

- We encourage the children, young people, vulnerable adults, and families who use our services to engage in an environment of mutual respect. They have the right to feel safe and supported, and the responsibility to treat others in the same way.

## 7. Monitoring and Review

Inclusive Outsource LTD is committed to monitoring and reviewing this policy to ensure that it remains relevant and effective in promoting equality, diversity, and inclusion. We will:

- Conduct regular reviews of our employment and service delivery practices to ensure that they reflect best practices and meet the needs of a diverse community.
- Actively seek feedback from staff, volunteers, service users, and other stakeholders to improve our approach to equality and inclusion.

- Make necessary updates to this policy in line with changes to the law or emerging best practices.

## **8. Complaints and Reporting**

If any individual feels that they have been treated unfairly, discriminated against, or subjected to harassment, they are encouraged to report the matter to:

- **Designated Safeguarding Lead (DSL):**  
**Name: Mel Sampson**  
**Phone: 07713888701**  
**Email: mel@inclusiveoutsource.co.uk**

All concerns will be addressed swiftly and confidentially, following our complaints procedure. Inclusive Outsource LTD is committed to resolving any issues in a manner that upholds the values of equality, diversity, and inclusion.