



EQUALITY, DIVERSITY & INCLUSION (EDI) POLICY

Introduction

At Improving Lives Plymouth (ILP), we are committed to fostering a diverse, inclusive, and equitable environment that upholds dignity, fairness, and respect for all individuals, including staff, volunteers, service users, and stakeholders.

This policy aligns with ILP's vision, mission, values, and strategic objectives, ensuring our services and workplace culture reflect the diverse needs of the communities we serve:

- **Vision:** A healthy, happy, sustainable, and thriving society for all people.
- **Mission:** To support people and communities across Plymouth and surrounding areas to thrive by leading healthier, happier, and sustainable lives.
- **Values:** We treat everyone with honesty, kindness, and respect. We listen and respond to people's needs and foster a one-team culture.

Statement of Intent

ILP will:

- Provide an inclusive working environment that values individual differences and contributions.
- Offer equal opportunities for job applicants, employees, volunteers, and service users.
- Promote equality, diversity, and social inclusion across all services.
- Prevent and address all forms of discrimination, harassment, and bullying.
- Ensure all staff and volunteers understand their responsibilities in applying this policy.
- Provide training and support to enable compliance with equality standards.
- Monitor, evaluate, and review our systems and practices regularly.
- Engage with staff, volunteers, and service users in reviewing our EDI practices.

Responsibilities

- The Senior Management Team and Trustee Board will oversee and review the implementation of this policy.
- The Chief Executive holds overall responsibility for the policy's implementation and periodic review.
- Line managers are responsible for overseeing the implementation of this policy within their teams
- All employees, students and volunteers must adhere to this policy

Practice and Promotion

Recruitment & Training

- ILP will ensure fair recruitment and selection processes, aligned with employment law and best practices.
- Staff and volunteers will receive mandatory EDI training, covering:
 - Awareness of unconscious bias
 - Anti-discriminatory practices
 - Inclusive communication
 - Trauma-informed approaches
- Induction materials will embed EDI principles.

Inclusive Service Provision

- Equal access to all services, with reasonable adjustments where needed.
- Alternative formats for information (e.g., large print, translations, audio).
- Confidential support spaces for service users requiring privacy.
- Regular review of accessibility and service data to identify gaps.

Communication & Awareness

- **Service users** will receive accessible information about ILP's commitment to equality and inclusion.
- **Staff & volunteers** will be regularly informed via training, policies, and meetings.
- **Stakeholders** will have access to ILP's EDI policies upon request.

Workplace Adjustments

- Reasonable adjustments for employees and volunteers with disabilities.
- Support for those who become disabled while working or volunteering.
- Accessible premises wherever possible.

Data Monitoring & Compliance

- ILP will collect and analyse equality monitoring data to improve services.
- Data will inform strategic decisions and identify underrepresented groups.

Addressing Discrimination

- **Employees-** Concerns should be raised with Line Managers or escalated through the Grievance Procedure.
- **Volunteers-** Concerns should be discussed with their line manager or escalated within the Volunteer Handbook.
- **Service Users-** Concerns should be addressed with the relevant manager, with escalation through the Complaints Policy if unresolved.

Types Of Discrimination Under The Equality Act 2010

- **Direct Discrimination-** Treating someone less favourably due to a protected characteristic.

- **Indirect Discrimination**-Applying policies or rules that disadvantage certain groups.
- **Discrimination by Association**- Treating someone unfairly due to their association with someone with a protected characteristic.
- **Perception Discrimination**- Discriminating based on a mistaken belief that someone has a protected characteristic.
- **Harassment**- Unwanted behaviour that violates dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Victimisation**- Treating someone unfairly because they have made or supported a complaint under the Equality Act.

Monitoring, Evaluation & Learning (Mel)

At ILP, we are committed to continuously improving our practices through regular monitoring, evaluation, and learning. We take a constructive and solution-focused approach, ensuring that our policies remain effective, inclusive, and aligned with our organisational values.

Monitoring: We will regularly assess how diversity, equality, and inclusion (DEI) are embedded across our services, ensuring that all individuals feel valued and respected. This will be achieved through staff and service user feedback, internal audits, and data collection on engagement and accessibility. Any barriers to inclusivity will be identified and addressed proactively to ensure equitable service delivery.

Evaluation: Our DEI policies, practices, and impact will be reviewed annually to ensure they remain effective and aligned with the Equality Act 2010 and best practice standards. This includes evaluating how well we promote equal opportunities, eliminate discrimination, and foster a culture of inclusion. Any challenges or gaps identified will be addressed transparently, ensuring accountability without a culture of blame.

Learning: We are committed to fostering a culture of continuous learning and improvement in diversity, equality, and inclusion. Regular training, reflective practice, and open dialogue will ensure staff and volunteers feel confident in delivering services that are equitable, inclusive, and culturally competent. Learning from feedback and lived experiences will shape our approach, ensuring that ILP remains a progressive, welcoming, and inclusive organisation.

By embedding continuous reflection and improvement, we ensure that our policies uphold trust, respect, and high-quality service delivery at ILP.

8. Key Legislation & Resources

- **Equality Act 2010** (primary anti-discrimination law)
- **Public Sector Equality Duty**
- **Health and Safety at Work Act 1974** (inclusive workplace practices)
- **Employment Rights Act 1996**
- **Human Rights Act 1998**
- **Equality & Human Rights Commission:** www.equalityhumanrights.com
- **ACAS Guidance on Equality & Diversity:** www.acas.org.uk

Original Policy Adopted: 1998

Policy Review & Compliance

In applying this policy, ILP upholds the principles of equality, diversity, and inclusion in line with the Equality Act 2010. An Equality Impact Assessment will be conducted to ensure fairness and accessibility for all employees and volunteers.

Signed: 

Policy reviewed on (date)	Reviewed by
1 st March 2025	Sarah Austin