



Equality, diversity and inclusion policy

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1: Understanding this policy

Why do we need this policy?

Our mission is to build a future that is more kind, connected and joyful - and that future must be one where all people are able to be true to their own identity and inclusive of different identities. This policy ensures everyone at Kaleidoscope - staff, associates, clients, and people we encounter - can feel they belong, are valued, and can be their authentic selves.

We want to describe Kscope as a joyful place to work, where we feel valued and empowered to thrive in our roles through transparent and equitable opportunities for personal and professional development.

Who does this policy apply to?

All staff directly employed by Kaleidoscope Health and Care, associates working on projects, and anyone involved in our work including clients, event participants and suppliers.

What legal or regulatory requirements underpin this policy?

We must comply with the Equality Act 2010 and not unlawfully discriminate because of protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. We also have legal obligations around equal pay, reasonable adjustments for disabled people, and ensuring our employees are protected from harassment and victimisation.

How does this policy link to the Kscope Core?

This sits at the heart of who we are as a CIC working in health and care. When we say our mission is to build a future that is kind, connected and joyful, we mean a future where all people can be true to their identity and inclusive of others. This policy is anchored in Kaleidoscope's Core and informs how we work together - it's not separate from our work, it's central to it.

2: Policy standards and principles

Our key principles for equality, diversity and inclusion

These principles form the foundation of our organisational approach to working together and with clients. They are anchored in Kaleidoscope's Core, they underpin our team agreement, and they inform the spirit in which we work together, to build a culture of inclusion and trust.

1. **Everyone belongs here** - We create a workplace where all people feel welcomed, valued and able to be themselves, regardless of their background or identity
2. **Fair treatment in everything we do** - We make decisions about recruitment, selection, pay, development, and progression based on merit, skills and performance - not on personal characteristics
3. **Speak up, listen up** - We encourage people to raise concerns about unfairness, and we respond constructively. If someone tells us something isn't working, we listen and act
4. **Reasonable adjustments are just good practice** - We accommodate different needs and working styles because it helps everyone do their best work (this extends our commitment to using Manuals of Me to understand what people need)
5. **We're all responsible** - Everyone plays a part in creating an inclusive culture - this isn't just a leadership issue
6. **We'll make mistakes and learn from them** - We won't always get it right, but we commit to being honest about where we fall short and continuously improving

What "good" looks like as a result of this policy

Everyone feels they can be themselves at work without worrying about judgment. People speak up when something doesn't feel fair, and we address it. Decisions about recruitment, selection, pay and opportunities are transparent and based on clear criteria. We accommodate different needs without making it complicated. Team members look out for each other and challenge behaviour that excludes or marginalises. We're representative of the communities we serve. When we make mistakes, we acknowledge them and do better.

What we expect from everyone at Kaleidoscope

You should:

- Treat colleagues, clients and others with respect regardless of their background or identity
- Be mindful of how your words and actions might impact people from different backgrounds
- Create space for everyone to contribute in meetings and decisions
- Challenge jokes, comments or behaviour that might make others feel unwelcome
- Test decisions and seek feedback on them, so that you do not inadvertently disadvantage certain groups
- Speak up if you see unfairness or if something doesn't feel right
- Ask for adjustments if you need them - and support colleagues who need them
- Be open to feedback about your own behaviour
- Bring your authentic self to work and make space for others to do the same

You must not:

- Discriminate against anyone because of a protected characteristic
- Harass, bully or victimise anyone
- Make assumptions about someone's abilities or preferences based on their identity
- Exclude people from opportunities or conversations based on their identity
- Ignore behaviour that makes others feel unwelcome
- Retaliate against someone for raising EDI concerns

Breaches of these requirements constitute misconduct and will be addressed through our Supporting Good Kscoper Performance Policy. Serious breaches may constitute gross misconduct.

3: Roles and Accountabilities

Overall policy oversight and implementation: Workforce Strategy Lead

Strategic priorities and learning: Workforce Strategy Lead coordinates reflection and updates

Monitoring and reporting: Workforce Strategy Lead identifies the data to track adherence to this policy and reports annually as part of our year end report writing

Day-to-day implementation: Everyone - EDI is everyone's responsibility

Relevant organisational processes: People Lead has accountability for our recruitment and selection processes, onboarding new starters (inc. understanding any reasonable adjustments) which should align to the principles in this policy

Addressing concerns: Workforce Strategy Lead or Performance Coach will take the lead in exploring KScoper concerns relating to implementation of or adherence to this policy

4: Making it work

Where and how do we share this policy: This policy is listed in our staff handbook (which is given to all staff as part of their induction), and is available in the “Core Policies” folder on our shared drive. Our commitment to equality, diversity and inclusion is referenced in all job advertisements. A copy of this policy is also available on our website.

How we'll know this policy is working: Staff surveys show people feel they belong and can be authentic. Our workforce diversity data shows we're representative. EDI concerns are raised and addressed constructively. Recruitment and selection processes are fair and accessible. Reasonable adjustments happen smoothly. Clients and partners experience us as genuinely inclusive. We're learning and improving, not just maintaining the status quo.

Monitoring: The workforce strategy lead will identify the set of monitoring data that we collect on an annual basis. This data will be used to inform organisational decisions and prioritisation of actions relative to equality, diversity and inclusion. All data collected will be done so in line with our GDPR policy.

This policy is supported by the following codified guides:

- Codified: Requesting Reasonable Adjustments (see Kscope “How to” guide)
- Codified: Raising EDI Concerns

This policy should be used to inform the detail of the following organisational policies and processes:

- External Recruitment (codified guide)
- Internal Recruitment (codified guide)
- Salary Policy (Statement of Terms policy)
- Flexible Working Policy (Statement of Terms policy)
- Parental Leave Policy (Statement of Terms policy)
- Supporting Good Kscoper Performance Policy (Statement of Terms policy)
- Sickness and Unplanned Leave Policy (Statement of Terms policy)

5: Review and Improvement

Review schedule: Annually, and whenever legislation changes or we identify gaps

Trigger for early review: EDI incident or concern raised, legal changes, staff feedback that policy isn't working, gaps identified in monitoring data

Checklist for review:

- ☐ Have we updated version control with a summary of changes?
- ☐ Have we updated the essential information on page one and [policy management master](#) with the new review cycle?
- ☐ Could this policy be clearer or simpler?
- ☐ Have we avoided unnecessary complexity?

Appendix 1: Protected characteristics under the Equality Act 2010

The Equality Act 2010 protects people from discrimination based on nine protected characteristics:

- **Age** - discrimination based on a person's age or age group
- **Disability** - physical or mental impairment that has substantial and long-term adverse effect on ability to carry out normal day-to-day activities
- **Gender reassignment** - where someone is proposing to undergo, is undergoing or has undergone a process to reassign their sex
- **Marriage and civil partnership** - discrimination against someone because they're married or in a civil partnership
- **Pregnancy and maternity** - discrimination because someone is pregnant or has given birth
- **Race** - includes colour, nationality, ethnic or national origin
- **Religion or belief** - includes religious and philosophical beliefs, including lack of belief
- **Sex** - discrimination because someone is male or female
- **Sexual orientation** - discrimination based on whether someone is attracted to people of the same sex, opposite sex, or any sex

Beyond protected characteristics: While the Equality Act defines these nine protected characteristics, at Kaleidoscope we also recognise that people can experience disadvantages based on other characteristics including but not limited to: class, neurodiversity, academic background, social style, mental health, and caring responsibilities. We consider these in our approach to creating an inclusive workplace.