

The James Foundation

Equality and diversity

1. Policy Statement

- 1.1. We recognise that certain individuals and groups in society suffer discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity, culture and socio-economic background.
- 1.2. We will seek to ensure that we do not engage in direct or indirect discrimination on the grounds above.
- 1.2. We will seek to ensure that our services and resources are relevant to all service users and are perceived by them as being so.
- 1.4. The aim of this policy is to ensure that no Trustee, volunteer, donor, service user or applicant is discriminated against, either directly or indirectly, on the grounds above.
- 1.5. The Trustees have primary responsibility for ensuring equal opportunity in service delivery and employment practice. All Trustees and volunteers must adhere to this policy in the course of their work, apply it on a day-to-day basis and report on its effective operation to the Trustees.

2. The James Foundation responsibilities

We will

- 2.1. Communicate the policy to all Trustees and volunteers and publish this policy on our website.
- 2.2. Discuss and, where appropriate, agree with staff, volunteers and service users any proposed changes in the policy's contents and implementation.
- 2.3. Make it known to all applicants for the roles of staff, Trustee or volunteer, and, where appropriate to all users of our services.
- 2.4. Ensure that our procedures incorporate the principles of equality of opportunity and are non-discriminatory.
- 2.5. Examine existing procedures and criteria and change them where they are actually or potentially discriminatory.
- 2.6. Ensure that we keep up to date and within the law.
- 2.7. Provide training and guidance to enable staff, Trustees and volunteers to carry out the policy and provide specific training for relevant decision makers, including members of the Board of Trustees where appropriate (further information is provided at Annex A, including links to authoritative information sources and training).
- 2.8. Monitor the application of the policy.
- 2.9. Make reports annually on progress in implementing the policy and on any necessary changes.

3. Staff, Trustee and volunteer recruitment and selection

- 3.1. We will endeavour, including through appropriate training, to ensure that those making selection and recruitment decisions do not discriminate, whether consciously or unconsciously, in making these decisions.
- 3.2. Allocation of people to roles and responsibilities will be made on their skillset and aptitude, and all decisions relating to this will be made within the overall framework and principles of this policy.
- 3.3. Role descriptions, where used, will be in line with this policy. Role requirements will be reflected accurately in any person specifications.
- 3.4. All applicants who apply for roles with us will receive fair treatment and will be considered solely on their ability to undertake the role.
- 3.5. All decision points in the application and selection process will be carried out by more than one person where possible.
- 3.6. We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the role.
- 3.7. Selection decisions will not be influenced by any perceived prejudices of other Trustees, staff or volunteers.

4. Service Provision

- 4.1. We will work actively towards ensuring that our services and resources are relevant to all potential and actual service users.
- 4.2. We will examine each area of provision to determine whether:
 - The service is offered in an accessible and relevant way;
 - Alternative methods would be more appropriate;
 - Additional services should be developed;
 - There are any practices/procedures that are discriminatory, or may be perceived as being discriminatory.
- 4.3. All written resources for group and individuals produced by us will reflect the characteristics of the community that we service. Stereotyped images of particular groups will not be reinforced. All Trustees, staff and volunteers must ensure that their activities reflect these principles.
- 4.4. Users must have easy access to information about our services, which may involve making materials available where appropriate in a variety of media, e.g. in large print or electronically.
- 4.5. It is also recognised that we will not always be able to meet all the demands made upon our services. Where this becomes an issue, we will draw up and publish a list of prevailing priorities for our services, which will be reviewed at least annually.
- 4.6. Additionally, it is recognised that there may from time to time be complaints against any person engaged by The James Foundation. These will be managed under our Complaints Handling Policy (published on our website).

5. Employment

5.1. Our staff, including applicants, will be treated fairly and without discrimination or prejudice and, as a minimum, in line with current employment legislation.

5.2. All staff will treat other staff, service users, volunteers and Trustees fairly and without discrimination or prejudice.

5.3. Our staff will receive the appropriate training to ensure they understand the principles of and benefits from embracing equality and diversity.

5.4. All staff are encouraged to raise any issue or negative experience via their line manager or directly to any Trustee.

6. Purchasing

6.1. We will not knowingly receive or purchase goods and services from agencies that practise discrimination.

7. Protecting our people and our service users from harassment and abuse

7.1 The James Foundation takes seriously its responsibilities towards others and we expect others to take seriously their responsibilities towards our Trustees, volunteers, staff, donors and service users while these people are engaged in our activities.

7.2. We wish to operate in a positive environment that is free from harassment and abuse and will take the necessary action to deal with any instances where our Trustees, volunteers, staff, donors and services users raise an issue with us, including reporting any instances of hate crime to the police.

8. Review

8.1. This policy will be reviewed April 2027

This policy is to be read in conjunction with the following policies:

- Volunteer management
- Complaints handling

Annex

A. Further information (including types of discrimination and Equality Act principles).

Annex

Further information

1. Protected characteristics

1.1. The protected characteristics are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

1.2. Not all protections apply to all characteristics at all times (please see “Equality Act 2010 - key principles” below).

1.3. More information on protected characteristics can be found here: <https://www.equalityhumanrights.com/equality/equality-act-2010/protected-characteristics>

2. Types of discrimination

2.1. Direct Discrimination is when you treat someone less favourably than others for unlawful means, for example not providing services to someone because of their race or religious belief.

2.2. Indirect Discrimination is when a policy, practice or procedure that applies to everyone might disadvantage a particular group, and which cannot be justified in relation to the services provided.

2.3. Discrimination by association is direct discrimination against someone because they associate with another person who possesses one of the applicable protected characteristics (age, disability, gender reassignment, sex, race, religion or belief and sexual orientation).

2.4. Perception discrimination is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not possess that characteristic.

2.5. Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive working environment.

2.6. Victimisation is when you treat someone less favourably or discriminate against them because they have pursued or intend to pursue their rights relating to alleged discrimination.

2.7. Positive discrimination is unlawful.

2.8. Positive action to address imbalances is allowed in particular circumstances. This would include, for example, encouraging people from particular groups to apply for our services where they are under-represented.

3. Equality Act 2010 - Key principles

3.1. It is unlawful to treat somebody less favourably than another person because of a protected characteristic i.e. age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

3.2. It is unlawful to discriminate against somebody because they associate with another person on grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation.

3.3. It is unlawful to discriminate against somebody because others think they possess one of these protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation.

3.4. It is unlawful to have a rule or policy that applies to everyone but disadvantages people with the following protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

3.5. It is unlawful to have a rule or policy that applies to everyone but disadvantages people with the following protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

3.6. Organisations are potentially liable for harassment of their staff by people they don't employ on the basis of the following protected characteristics: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation.

3.7. It is unlawful to treat somebody badly (victimisation) because they have made or supported a complaint or grievance under the Act - applies to all protected characteristics, i.e. age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

3.8. More information on the Equality Act in relation to charities can be found here:

- <https://www.equalityhumanrights.com/guidance/public-sector>

4. Training

4.1. Training is available for free, funded by the Adult Education Budget:
<https://www.learningcurvegroup.co.uk/courses/level-2-course-in-equality-and-diversity/>

Reviewed 19/04/2026
Next review - 19/04/2028