



Equality and Diversity Policy

Last reviewed: 07/09/2026

Next review due: September 2027, or sooner if required

1. Purpose.....	2
2. Scope.....	2
3. Our Commitment.....	2
4. Protected Characteristics.....	2
5. Discrimination, Harassment and Victimisation.....	3
6. Access to Lessons and Activities.....	3
7. Reasonable Adjustments.....	4
8. Teaching and Learning.....	4
9. Recruitment, Employment and Staff Development.....	4
10. Bullying, Harassment and Discriminatory Behaviour.....	5
11. Pregnancy, Maternity and Family Circumstances.....	5
12. Religion and Belief.....	6
13. Roles and Responsibilities.....	6
KitchenJam Management.....	6
All Staff.....	6
14. Staff Awareness and Training.....	6
15. Raising Concerns and Complaints.....	7
16. Related KitchenJam Policies and Information.....	7
17. Monitoring and Review.....	7
18. Contact Information.....	8
19. Relevant Legislation and Guidance.....	8

1. Purpose

KitchenJam is committed to providing an inclusive environment where students, staff and others who interact with us are treated fairly, with dignity and respect.

This policy sets out our approach to equality, diversity and inclusion across our lessons, activities, employment practices and other areas of our work.

2. Scope

This policy applies to:

- current and prospective students;
- parents, carers and families;
- staff, apprentices, volunteers, contractors and job applicants;
- visitors, customers and event attendees; and
- anyone else who interacts with KitchenJam.

It applies to KitchenJam lessons, classes, workshops, events, recruitment and employment, communication, services and other activities.

3. Our Commitment

KitchenJam will:

- provide fair and inclusive access to our services and opportunities;
- treat people with dignity and respect;
- not unlawfully discriminate, harass or victimise anyone;
- consider and make reasonable adjustments for disabled people where required;
- take concerns about discrimination, harassment or unfair treatment seriously;
- consider whether our policies, practices or activities create unnecessary barriers for particular people or groups; and
- promote an environment where individual differences are respected.

Equality does not always mean treating everyone in exactly the same way. Different people may need different support or adjustments in order to access the same opportunities fairly.

4. Protected Characteristics

The Equality Act 2010 protects people from discrimination in relation to protected characteristics.

The nine protected characteristics are:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;

- pregnancy and maternity;
- race;
- religion or belief;
- sex; and
- sexual orientation.

The way particular protections apply can vary depending on the circumstances, including whether the matter relates to employment or the provision of services.

KitchenJam also aims to treat people fairly regardless of circumstances that may not themselves be protected characteristics under the Equality Act, including socioeconomic background, family circumstances or educational background.

5. Discrimination, Harassment and Victimisation

KitchenJam will not tolerate unlawful discrimination, harassment or victimisation.

This can include:

- **Direct discrimination:** treating someone less favourably because of a protected characteristic.
- **Indirect discrimination:** applying a rule, policy or practice to everyone which places people sharing a protected characteristic at a particular disadvantage and cannot be objectively justified.
- **Discrimination arising from disability:** treating a disabled person unfavourably because of something arising from their disability where this cannot be objectively justified.
- **Failure to make reasonable adjustments:** failing to take reasonable steps to remove or reduce a substantial disadvantage experienced by a disabled person.
- **Harassment:** unwanted conduct related to a relevant protected characteristic which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- **Sexual harassment:** unwanted conduct of a sexual nature which has this effect.
- **Victimisation:** treating someone unfavourably because they have raised, supported or been involved in a complaint or concern about discrimination or another protected act.

Discrimination does not have to be deliberate to be unlawful.

6. Access to Lessons and Activities

KitchenJam aims to make its lessons, classes, workshops, events and other services accessible and inclusive.

Decisions about access to our services will not be based unlawfully on a protected characteristic.

Where appropriate, we will:

- consider individual access and support needs;
- make reasonable adjustments for disabled students and customers;
- provide information about accessibility at our locations;

- consider barriers within teaching methods, communication, activities or the physical environment; and
- work with students and families to identify practical ways to support participation.

Further information about disability, SEND and reasonable adjustments is set out in our SEND Policy and on the accessibility section of the KitchenJam website.

7. Reasonable Adjustments

KitchenJam recognises its duty under the Equality Act 2010 to make reasonable adjustments for disabled people.

This may involve changes to:

- policies, procedures or the way a service operates;
- physical features or access arrangements; or
- equipment, communication methods, auxiliary aids or other support.

The reasonable adjustment duty for service providers is anticipatory, meaning that accessibility should be considered in advance as well as when an individual requests an adjustment.

Students and customers will not be charged for reasonable adjustments that KitchenJam is legally required to provide.

More detailed arrangements are set out in our SEND Policy.

8. Teaching and Learning

Staff should aim to create a learning environment in which students are respected and able to participate without discrimination or harassment.

Teaching should, where appropriate:

- take account of different learning and communication needs;
- avoid stereotypes or assumptions about a student's abilities, interests or background;
- use inclusive and respectful language;
- allow reasonable adjustments where needed; and
- respond appropriately to discriminatory, degrading or harassing behaviour.

Musical material, examples and activities should be selected without unnecessarily excluding or stereotyping particular groups.

9. Recruitment, Employment and Staff Development

KitchenJam is committed to fair employment practices.

Recruitment, selection, training, development and other employment decisions will be based on relevant skills, experience, performance, requirements of the role and other legitimate considerations.

KitchenJam will not unlawfully discriminate against staff, applicants, apprentices, volunteers or contractors.

Reasonable adjustments will be considered for disabled applicants and members of staff where required.

Staff should have fair access to relevant training and development opportunities, taking account of their role, experience and individual circumstances.

10. Bullying, Harassment and Discriminatory Behaviour

Bullying, harassment, discriminatory comments or other behaviour that undermines another person's dignity will be taken seriously.

This includes behaviour:

- between students;
- between staff;
- from a member of staff towards a student or customer;
- from a student, parent, customer or visitor towards a member of staff; and
- online where it relates to KitchenJam or affects someone's participation in our activities.

KitchenJam may take appropriate action where a person's behaviour towards students, staff or others is discriminatory, harassing, abusive or otherwise unacceptable.

KitchenJam will also take preventative steps to reduce the risk of sexual harassment in the workplace. This includes considering risks involving staff as well as interactions with third parties such as students, parents, customers, visitors and contractors.

From 30 October 2026, KitchenJam will take all reasonable steps required by law to prevent sexual harassment of staff and harassment of staff by third parties.

Concerns involving children will also be considered under our Safeguarding Policy and Anti-Bullying Policy where appropriate.

11. Pregnancy, Maternity and Family Circumstances

KitchenJam will not treat someone unfavourably because of pregnancy or maternity where this is prohibited by the Equality Act 2010.

Where relevant, reasonable and practical arrangements will be considered to support participation in KitchenJam activities or employment during pregnancy and following childbirth.

This may include considering changes to activities, seating, breaks, access arrangements or health and safety measures where appropriate.

12. Religion and Belief

KitchenJam respects different religions, beliefs and non-religious beliefs.

Where reasonably possible, we will consider requests relating to religious observance or belief while balancing the needs of other students, staff, health and safety requirements and the practical operation of our services.

No person should be subjected to harassment or unfair treatment because of their religion, belief or lack of religion or belief.

13. Roles and Responsibilities

KitchenJam Management

Management is responsible for:

- supporting the implementation of this policy;
- making sure equality considerations are taken into account where relevant;
- considering reasonable adjustments that require wider operational or financial decisions;
- responding appropriately to concerns about discrimination or harassment; and
- reviewing practices where concerns or barriers are identified.

All Staff

Everyone working on behalf of KitchenJam must:

- treat others fairly and respectfully;
- follow this policy;
- avoid discriminatory, harassing or degrading behaviour;
- follow agreed reasonable adjustments and support arrangements;
- raise concerns about discriminatory or unsafe practice where appropriate; and
- report safeguarding concerns in accordance with the Safeguarding Policy.

14. Staff Awareness and Training

Staff will receive information, guidance or training on equality, diversity and inclusion appropriate to their role.

This may include:

- protected characteristics and discrimination;
- inclusive communication and behaviour;
- reasonable adjustments and disability;

- recognising and responding to harassment or discriminatory behaviour; and
- understanding how equality responsibilities apply to their work.

Guidance or training will be refreshed where appropriate, including where legislation, working practices or identified needs change.

15. Raising Concerns and Complaints

Students, parents, carers, staff and others who interact with KitchenJam are encouraged to raise concerns if they believe they have experienced or witnessed discrimination, harassment, victimisation or other unfair treatment.

Concerns will be taken seriously and considered fairly.

Formal complaints can be made in accordance with KitchenJam's Complaints Policy.

Where a concern also raises a safeguarding issue, it will be handled in accordance with the Safeguarding Policy. Employment-related concerns may also be managed through the appropriate staff or employment procedure.

No one should be treated unfavourably because they have raised a genuine concern about discrimination or supported another person in doing so.

16. Related KitchenJam Policies and Information

This policy should be read alongside:

- SEND Policy;
- Safeguarding Policy;
- Anti-Bullying Policy;
- Complaints Policy;
- Data Protection Policy;
- Website Privacy Policy;
- accessibility information published on the KitchenJam website; and
- relevant staff, health and safety and employment procedures.

17. Monitoring and Review

KitchenJam will consider equality and accessibility as part of the ongoing development of its services and working practices.

Where a concern, complaint or experience identifies a potential barrier or unfair practice, we will consider whether changes are needed.

This policy will be reviewed at least annually and sooner where appropriate, including:

- following relevant changes to legislation or guidance;

- where a complaint or incident identifies a gap in our arrangements;
- where a significant change is made to KitchenJam's services or premises; or
- where experience indicates that our practices should be updated.

18. Contact Information

For questions or concerns relating to equality and diversity, contact:

Equality Representative: Darryl Powis

Email: darryl@kitchenjam.com

Office Address: KitchenJam, 8-10 Penny Brookes Street, London, E20 1BN

19. Relevant Legislation and Guidance

This policy has been prepared with regard to:

- Equality Act 2010;
- Worker Protection (Amendment of Equality Act 2010) Act 2023;
- Employment Rights Act 2025;
- Equality and Human Rights Commission, **Equality Act 2010: Code of Practice for Services, Public Functions and Associations 2026**; and
- relevant Equality and Human Rights Commission and Acas guidance on discrimination, harassment and sexual harassment at work.