



## Diversity, Equality and Inclusion Policy & Implementation Plan 2026

Impactful Lives actively encourages equal treatment, diversity and inclusion processes within our recruitment, workforce and customers, challenging discrimination and making adjustments where possible.

We are LGBT+ led and members of the Gay Professional Network; actively including all members of society, involving the LGBTQ+ community which supports interactions with other LGBTQ+ organisations.



We encourage full participation from BAME community and staff membership. We are also a



Disability charity and Disability Aware Accredited.

The aim is for our workforce to be inclusive in working practices, of all sections of society and for each employee and client to feel respected.

The organisation is also committed against unlawful discrimination.

Our LGBTQ+ research report for Watford is the basis of our current understanding locally.

### **The policy's purpose is to:**

- Provide equality, fairness and respect for all in our employment or volunteering whether temporary, part-time or full-time.
- Not unlawfully discriminate due to the definitions within the Equality Act 2010 "protected characteristics" of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

### **The organisation commits to:**

- Encourage equality, diversity and inclusive thinking into the workplace or work environment as good practice and make social, ethical and business sense.
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- This commitment includes everyone reminding all employees and volunteers about their rights and responsibilities under the Equality, Diversity and Inclusion Policy. Responsibilities include staff and volunteers conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, service users, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.

**Staff and volunteers commit to:**

- Understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

This Diversity, Equality & Inclusion Policy is fully supported by management and the Directors.

Details of the organisation's grievance and disciplinary policies and procedures can be found on our website. This includes with whom an employee should raise a grievance – usually their line manager.

Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Staff are often faced with situations which challenge them. It is important to work within the law while acknowledging individual rights. There are seven Acts of Parliament that are directly relevant:

1. Part-time Workers Regulations (2020)
2. Equality Act (2010) and the Amendment Order (2012)
3. Mental Health Act (1983) and the Mental Capacity Act (2005)
4. Sexual Offences Act (1985) and updated Sexual Offences Act (2003)
5. Fixed Term Employees Regulation 2002
6. Human Rights Act (1998)
7. Rehabilitation of Offenders (1974) and amendments (2020)

**Relationships and Sex Education in schools (2019)**

The Department for Education is introduced compulsory Relationships Education for primary pupils from February 2019 and Relationships and Sex Education (RSE) for secondary pupils from September 2020. Also, from September 2020 it will be compulsory for all schools to teach Health Education. Resources available for Learning Disabilities from Times Educational (TES):

<https://www.tes.com/teaching-resources/blog/sre-students-learning-difficulties>

**Sexuality**

Sexuality is not the physical act of sex. Sexuality is about sexual feelings, thoughts, attractions and behaviors towards other people. Finding each other physically, sexually or emotionally attractive are a part of individual sexuality.

Sexuality is diverse and personal, and it is an important part of who a person is.

Discrimination on the grounds of Sexuality is unacceptable. Any discrimination issues must be brought to the attention of the Customer Service Director.

This guidance relates to:

- gender identity – the sense that we are male or female or not aligned with either gender.
- sexual orientation, including heterosexual, homosexual and bisexual.
- personal dress, body image, personal grooming and sexual expression.

### **LGBTQ+**

LGBTQ+ describes the lesbian, gay, bisexual, and transgender community. The first three letters (LGB) refer to sexual orientation. The 'T' refers to Transgender identity. The "I" stands for intersex, these are people born with undetermined or both sets of genitals. The '+' stands for other spectrum of sexuality or gender identities, such as non-binary and Trans-sexual.

Impactful Lives has a Legal Duty to enable equality, diversity and human rights in our service, including for our staff, clients and volunteers. We promote LGBTQ+ inclusive practices. LGBTQ+ people need to be proactively supported by staff who understand the need to adequately balance risk and responsibility toward the individual concerned. This will help LGBTQ+ people to form and maintain personal, loving, intimate and sexual relationships as well as express creativity and feel safe.

Everyone, including those with a learning disability, has different ways of expressing their sexuality; and this is part of their personality. Most people with learning disabilities develop physically within the parameters generally exhibited in the population at large, but in some cases their emotional and social development may be slower.

### **Cultural, religious or non-religious backgrounds**

When considering a person's cultural and religious background, we understand that culture is not fixed; assumptions about a person's cultural, religious and ethnic background are not used when planning or providing projects.

### **Age**

We offer a broad range of projects and have a diverse age group within our client base, organisations and staff. Wherever possible we will make reasonable adjustments and consider people's age in a positive manner, to make reasonable adjustments and communicate in a way that suits the audience.

### **Transgender process for DBS checks**

This process is for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application form for a DBS check. For more information about the transgender process, email [sensitive@dbs.gov.uk](mailto:sensitive@dbs.gov.uk) or see the DBS Transgender Applications guidance.

**Discrimination**

Discrimination can be either direct or indirect.

Direct discrimination is when an individual is treated less favorably, based on a protected characteristic, such as disability, race, age, gender, etc.

Indirect discrimination is when there is a particular disadvantage for a particular group of people because requirements are applied – for example to a job or a service – or policies or practices adopted which cannot be justified as fair and reasonable.

Harassment is an act of discrimination, which is unwanted conduct by one person, or a group, which violates the dignity of another person, or group, or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment might be perceived by a third party and pursued using the channels available.

**Disability**

We are accredited to the Department of Work & Pensions standards as: "Disability Confident Committed" (Level 1)



This policy and the consequential procedures have been adopted by: "Impactful Lives" (the organisation) by its Trustees.

Signed and endorsed by.... 

PRINT NAME IN CAPITALS. ...Andrew Waite (Chair of Trustees).  
(a signed copy is also held in every individual staff personnel files)

Commented [1]: Please sign and print your name below.

<b>Date of last review</b>	Feb 2026
<b>Date of next review</b>	March 2027
<b>Date it was first implemented</b>	September 2023
<b>Author(s)</b>	Trustees
<b>Audience</b>	All Directors, Consultants, Employees, Volunteers and Stakeholders.
<b>Other relevant policies and/or procedures</b>	Conflicts of Interest Policy, Data Retention, Whistle Blowing policy, Disciplinary policy.
<b>Where it is saved</b>	<a href="http://www.il-org.uk">www.il-org.uk</a>

**Please sign and rerun a copy of this policy by email or post to:**

Impactful Lives. Attn: Andrew Waite (Chair of Trustees)

Registered Office: The Old Free School, George Street, Watford, Hertfordshire WD18 0BX

Telephone: 01923 231660 website [www.impactfulLives.com](http://www.impactfulLives.com)

# Equality, Diversity & Inclusion Implementation Plan

## Appendix A – Implementation Plan

Impactful Lives			
Andrew Waite – Managing Director (Name of Employer/Senior manager)		has overall and final responsibility for health and safety	
Alexandre Oliveira – Customer Service (Member of staff)		has day-to-day responsibility for ensuring this policy is put into practice	
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)	By When?
<ul style="list-style-type: none"> <li>Encourage equality, diversity and inclusive thinking into the workplace or work environment as good practice and make social, ethical and business sense.</li> <li>Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.</li> <li>This commitment includes everyone reminding all employees and volunteers about their rights and responsibilities under the Equality, Diversity and Inclusion Policy. Responsibilities include staff and volunteers conducting themselves to</li> </ul>	Andrew Waite – Chair of Trustees	Induction procedure includes distribution and reading of this policy and Implementation Plan	Sent by email or post before commencing employment. Introduced on day 1 of induction.
	Alexandre Oliveira Treasurer/Trustee	Discussions with all participants at walks, presented by the Work Coach and Lead Walker together.	Introduced on day 1 of enrolment.
	All Directors: Andrew Waite, Alexandre Oliveira  Project Leads	Team meetings address Equality, Diversity & Inclusion	Monthly



<p>maximise the efficiency of the organisation.</p> <ul style="list-style-type: none"> <li>• Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).</li> <li>• Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law. <ul style="list-style-type: none"> <li>• Review Annual Pay-scales to ensure there is no disparity on gender pay-gaps</li> </ul> </li> </ul> <p><b><u>Staff, participants and volunteers commit to:</u></b></p> <ul style="list-style-type: none"> <li>• Understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.</li> </ul> <p>This Diversity, Equality &amp; Inclusion Policy is fully supported by management and the Directors.</p> <p>Details of the organisation's grievance and disciplinary policies and procedures can be found on our website. This includes with whom an</p>	<p>Alexandre Oliveira Treasurer/Trustee</p> <p>Andrew Waite – Chair of Trustees</p> <p>All team members: Staff &amp; Volunteers.</p>	<p>Discussions with Learners during Mentoring. Discussions with staff during appraisals.</p> <p>Review of Policies at Director Meetings.</p> <p>Open and transparent dialogue during 1-1 meetings.</p>	<p>Cyclical every 4 weeks.</p> <p>Annually</p> <p>Weekly where necessary.</p>
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<p>employee should raise a grievance – usually their line manager.</p> <p>Use of the organisation’s grievance and/or disciplinary procedures does not affect an employee’s right to make a claim to an employment tribunal within three months of the alleged discrimination.</p> <p>Staff are often faced with situations which challenge them. It is important to work within the law while acknowledging individual rights. There are seven Acts of Parliament that are directly relevant:</p> <ul style="list-style-type: none"> <li>8. Part-time Workers Regulations (2020)</li> <li>9. Equality Act (2010) and the Amendment Order (2012)</li> <li>10. Mental Health Act (1983) and the Mental Capacity Act (2005)</li> <li>11. Sexual Offences Act (1985) and updated Sexual Offences Act (2003)</li> <li>12. Fixed Term Employees Regulation 2002</li> <li>13. Human Rights Act (1998)</li> <li>14. Rehabilitation of Offenders (1974) and amendments (2020)</li> </ul> <p><b><u>Relationships and Sex Education in schools (2019)</u></b>  The Department for Education is introduced compulsory <u>Relationships Education for primary pupils from February 2019 and Relationships and Sex Education (RSE) for secondary pupils from September 2020.</u> Also,</p>	<p>Chair of Trustees</p>	<p>Where projects involve young people or vulnerable adults, discussions within the staff team and partner organisations take place.</p>	<p>As needed.</p>
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<p><b>Discrimination</b> Discrimination can be either direct or indirect. Direct discrimination is when an individual is treated less favourably, based on a protected characteristic, such as disability, race, age, gender, etc. Indirect discrimination is when there is a particular disadvantage for a particular group of people because requirements are applied – for example to a job or a service – or policies or practices adopted which cannot be justified as fair and reasonable. Harassment is an act of discrimination, which is unwanted conduct by one person, or a group, which violates the dignity of another person, or group, or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment might be perceived by a third party and pursued using the channels available.</p>	<p>All team members: staff &amp; volunteers</p>	<p>Issues of any discrimination will be raised with the Line Manager and dealt with swiftly to ensure complete equality, diversity and inclusion.</p>	<p>Reviewed at Directors meetings bi-monthly.</p>
<p><b>Disability</b> We are accredited to the Department of Work &amp; Pensions standards.</p>	<p>Project Leads</p>	<p>Equality is embedded in personal development / staff appraisal processes.</p> <p>Remedial action is taken to address under-performance within this policy. This includes partners and stakeholders where under-representation is identified or inequalities emerge.</p>	<p>Ongoing</p>
<p><b>Monitoring of staff equality</b> characteristics are published in our Impact Report.</p> <p>We strongly believe in employing and working with inclusive people and the characteristics are an indication used</p>	<p>Andrew Waite: Chair of Trustees</p> <p>Chair of Trustees</p>	<p>“Disability Confident Committed” (Level 1)</p> <ul style="list-style-type: none"> <li>• <b>2023</b> baseline figures published:</li> <li>• Trustees 66% LGBTQ+</li> <li>• Disabilities: 50%</li> </ul>	<p>Quarterly reviews</p>

to review the blend of talent within the organisation that covers full representation.		<b>2024</b> <ul style="list-style-type: none"> <li>• Trustees: 75% LGBTQ+</li> <li>• Disabilities: 25%</li> <li>• Women: 50%</li> <li>• Volunteers: 73% LGBTQ+</li> <li>• Disabilities: 64%</li> <li>• Women: 45%</li> </ul>	
Signed: 	Andrew Waite Chair of Trustees	Date:	22-1-25

