

## Equality and Diversity policy

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## 1. Introduction

Morelife is committed to the principles of valuing, respecting and delivering an organisational culture that promotes equality and diversity.

The organisation has clear goals and aspirations to promote equality both within the company and the provisions of our service. Morelife is committed to ensuring that equality, diversity and human rights principles are at the heart of our operation and that this is emulated in our provision of healthcare to patients, the public and carers as well to our employees. This policy sets a strategic direction for Morelife and makes commitment to our workforce and to the communities in which we work.

This policy also aligns with current CQC, NHS, and Information Governance standards, and reflects the principles of the Human Rights Act 1998, ensuring dignity, respect, and fairness for all individuals.

## 2. Scope

The policy applies to Morelife staff and volunteers and is also directly applicable to our partners, clients and the public for whom we provide a service provision. It also extends to all of our business dealings and transactions in all countries in which we operate or conduct work in.

## 3. Policy

Morelife wants to create a culture of inclusivity where staff can fairly and freely realise their potential in a supportive environment. We want to remove barriers to participation and strive to work in harmony. We will take personal responsibility to actively promote equal opportunities and respect the identities and culture of everyone we work with. We will strive to strengthen existing partnerships and develop new ones to enable our workforce to deliver the most inclusive service possible.

Morelife will create an environment where differences are recognised and valued both within and outside of the workplace and across the community we serve. We will do this by developing our operations as a fair and transparent organisation that involves our clients, public and staff in how services and policies are developed and delivered. Services will be accessible, inclusive, and tailored to diverse community needs.

We are committed to supporting LGBTQ+ staff, clients, and carers, ensuring services are affirming and free from discrimination or bias based on sexual orientation, gender identity, or expression. We also recognise and support neurodiverse individuals, providing reasonable adjustments and promoting awareness of neurodiversity throughout our workforce and service delivery.

We will develop our workforce through leadership, training, investment, and research. We are committed to a workplace free from discrimination, bullying, and harassment, acting promptly on any issues.

MoreLife is committed to the Public Sector Equality Duty under the Equality Act 2010, ensuring due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different groups.

- We will conduct Equality Impact Assessments (EqIAs) for all new policies, services, and procedures to ensure no disproportionate impact on protected groups.

- We will collect and analyse workforce demographic data to monitor diversity, inclusion, and equality, in line with NHS frameworks
- All personal data collected for monitoring purposes will be managed in accordance with Information Governance principles and data protection legislation.
- We will provide clear mechanisms for staff and service users to request reasonable adjustments to ensure equitable access and participation.

#### 4. Key Policy Commitments

##### Staff

##### We will:

- Meet our legal duty to make reasonable adjustments for disabled staff and service users in accordance with the Equality Act 2010.
- Create an environment where staff are treated fairly, equally and free from discrimination, bullying, harassment or victimisation.
- Work in accordance with the relevant employment legislation and statutory codes of conduct.
- not unlawfully discriminate because of 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.
- Value and celebrate the diversity and cultures of our staff.
- Provide statutory and mandatory equality and diversity training to staff at all levels.
- Apply the Equality and Diversity policy throughout Morelife's recruitment and selection process, training programmes, grievance procedures and all other employment processes.
- Aim to create a workforce which is as diverse as the community we serve.
- Ensure that we do not unfairly discriminate against any job applicant or member of staff and, when recruiting, only to consider factors which are relevant to someone's ability to perform the job well.
- Provide flexible working options to staff wherever possible.
- Actively communicate with our staff that they have a duty of care to challenge and report any incidences of discrimination, bullying, harassment or victimisation.
- Ensure all staff understand how equality data is stored, used, and protected.
- Actively support and promote inclusion for LGBTQ+ staff and ensure policies and practices respect diverse sexual orientations, gender identities, and expressions.
- Recognise and support neurodiverse staff, providing appropriate adjustments, training, and a supportive working environment.
- Report and protect against harassment or discrimination from third parties, including clients, contractors, or visitors.
- Amplify the voices of people more likely to experience poorer care, including those in Core20PLUS groups.
- Improve equality through regulatory and monitoring activities, ensuring services address health inequalities.
- Strengthen data collection on protected characteristics to identify inequality risks and measure improvements.

- Embed anti-racism principles and the social model of disability in service delivery and culture.

### Everyone else we work with

#### We will:

- Design and deliver appropriate, accessible and effective services which promote inclusivity and reflect the needs and preferences of clients and their families.
- Work in partnership with others to promote equality and diversity.
- Act promptly and efficiently should we receive any complaints or feedback in relation to our Equality and Diversity practices.
- Conduct Equality Impact Assessments for services to ensure equitable access and outcomes
- Deliver services that are inclusive and affirming for LGBTQ+ clients, respecting their identities and ensuring equitable access.
- Ensure services are accessible and accommodating for neurodiverse clients, providing tailored support where required.
- Protect staff and service users from harassment or discrimination from third parties.
- Ensure communication is more accessible, inclusive, and easier to understand for diverse population groups.
- Ensure information is accessible in line with the NHS Accessible Information Standard (AIS), including provision of alternative formats where required.

## 5. Responsibilities

The Chief Operating Officer has ultimate responsibility for implementing and monitoring this policy.

All staff have a responsibility to uphold the ethos of this policy and are responsible to work from it in all areas of their work, both individually and collectively.

Senior management and anyone with direct reports has responsibility for implementing, monitoring and promoting this policy.

All employees must make sure they do not:

- Discriminate against anyone, including anyone who is associated with someone who has a protected characteristic.
- Persuade or pressure another employee to discriminate.
- Harass, bully, or abuse other employees or the public for any reason.
- Condone harassment including third party harassment.

## 6. Training and communications

**All staff must complete mandatory equality, diversity, and inclusion training at induction and at regular intervals thereafter. This policy and relevant guidance will be communicated through established internal communication channels.**

- Training will include guidance on Equality Impact Assessments, workforce monitoring, and Information Governance responsibilities related to equality and diversity.
- Include LGBTQ+ awareness and neurodiversity training for all staff.
- Include practical guidance for managing reasonable adjustments for staff and clients.

**7. Raising concerns and seeking guidance**

Staff are encouraged to raise concerns about any instance at the earliest possible stage through their manager or via [HR@more-life.co.uk](mailto:HR@more-life.co.uk)

All concerns will be logged and addressed promptly, with documented outcomes to ensure accountability.

Any concerns relating to discrimination that involve potential abuse, neglect, or harm must be escalated in line with the organisation’s Safeguarding Policy and statutory safeguarding procedures.

Individuals raising concerns in good faith will be protected from victimisation or detriment.

**8. Monitoring and review**

HR will review the implementation of this policy in respect of its suitability, adequacy and effectiveness and make improvements as part of the normal management review process.

Reviews will include analysis of workforce and service user diversity data, outcomes of Equality Impact Assessments, and updates to comply with evolving CQC, NHS, and IG standards.

All reviews and monitoring actions will be documented and retained to demonstrate compliance with legal and regulatory requirements.

Findings will be reported to senior leadership and used to inform continuous improvement, service design, and reduction of health inequalities.

**MoreLife is committed to reducing health inequalities and improving outcomes for underserved and marginalised groups.**

**This policy has been approved & authorised by:**

<b>Originator of Policy:</b>	Human Resources
<b>Authorised signatory for Policy:</b>	Head of HR & Compliance
<b>Date of Policy:</b>	01.04.2022
<b>Policy Review date:</b>	01.04.2025
<b>Policy Review date:</b>	02.04.2026
<b>Scheduled Policy Review date:</b>	01.04.2027
<b>Signature</b>	CPℓ