



Equality, Diversity and Inclusion Policy

Promoting fairness, dignity, accessibility, belonging and freedom from unlawful discrimination across LilyAnne's work.

LILYANNE'S WELLBEING POLICY

EQUALITY • DIGNITY • ACCESSIBILITY • BELONGING

Live policy

Effective September 2026 • Review by September 2027

Document control

Document owner	Board of Trustees / Chief Executive
Applies to	Trustees, workers, applicants, clients, visitors, contractors, partners and people engaging with LilyAnne's
Status	Live
Version	2.0 - effective September 2026
Effective date	September 2026
Next review	September 2027, or sooner if required

This is a live LilyAnne's Wellbeing policy. It applies from September 2026 and should be read alongside the related policies and procedures identified in this document.

Commitment

LilyAnne's values diversity and will prevent unlawful discrimination, harassment and victimisation. We aim for services, volunteering and employment to be accessible, fair and responsive to the communities we support.

Protected characteristics

The Equality Act 2010 protects age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Protection also applies in relevant circumstances to association, perception, harassment and victimisation.

Scope of equality practice

This policy applies to recruitment, pay, terms, training, promotion, volunteering, discipline, dismissal, redundancy, services, communications, premises, procurement, partnerships and events.

Reasonable adjustments and accessibility

We anticipate barriers and make reasonable adjustments for disabled people. Adjustments are discussed with the person and may include communication format, additional processing time, sensory changes, physical access, appointment arrangements, support to complete forms or another practical change.

Neuroinclusive and trauma-aware practice

Autistic people, people with ADHD and people with wider neurodivergent experiences may face barriers not visible to others. Staff should use clear language, avoid unnecessary pressure, respect communication differences and ask what helps rather than make assumptions.

Employment and volunteering

Selection and progression decisions are based on relevant merit and role requirements. Advertising, shortlisting, interview and onboarding processes are reviewed for bias and accessibility. Positive action is used only where lawful.

Dignity at work and in services

Bullying, sexual harassment, harassment, victimisation and discriminatory behaviour are not accepted from workers, clients, visitors or partners. Concerns are taken seriously, handled sensitively and may lead to safeguarding, conduct, disciplinary or contractual action.

Responsibilities

Trustees provide leadership and resources. Managers respond to barriers and concerns. Every person representing LilyAnne's must treat others with dignity, challenge inappropriate behaviour safely and complete required learning.

Raising concerns

People may raise concerns through a manager, service lead, trustee, safeguarding route, grievance process or complaints procedure as appropriate. No one will be penalised for raising a genuine concern in good faith.

Monitoring and data

The charity reviews feedback, access, workforce and outcome patterns to identify disadvantage. Equality monitoring data is voluntary where appropriate, limited, protected and reported in aggregated form. Findings lead to proportionate action.

Review

This policy and related practices are reviewed at least annually, after significant complaints or incidents, and when law or services change.

References

- Equality Act 2010 - legislation.gov.uk/ukpga/2010/15/contents
- ACAS equality and discrimination guidance - acas.org.uk/discrimination-and-the-law
- Data Protection Act 2018 and UK GDPR.
- LilyAnne's Complaints, Safeguarding and Recruitment policies.