

Zone Health and Wellbeing Hub
Charitable Incorporated Organisation (C/N 1210322)
Diversity, Equality & Inclusion Policy

1. Purpose

The Zone Health and Wellbeing Hub is committed to creating an environment where all community members, volunteers, trustees, partners and service users are treated with dignity and respect. This policy sets out our approach to promoting equality, celebrating diversity and ensuring that everyone can access our services free from discrimination.

2. Our Commitment

We aim to eliminate discrimination, advance equality of opportunity and foster good relations among all people connected with the Hub. We will promote a culture of inclusion and ensure that all services, activities and employment or volunteering opportunities are accessible and fair.

3. Legal Framework

This policy is underpinned by the Equality Act 2010, which protects individuals from unlawful discrimination on the basis of protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

In addition, we recognise socioeconomic disadvantage, rural isolation and caring responsibilities as factors that may impact inclusion and participation.

4. Scope

This policy applies to all staff, trustees, volunteers, community partners, contractors and service users, as well as all programmes, events and outreach work delivered by the Hub.

5. Our Values in Practice

The Zone Health and Wellbeing Hub will:

- Provide accessible services and facilities where possible.
- Use inclusive language and communication formats.
- Offer reasonable adjustments to ensure individuals with additional needs can participate.
- Engage with a wide range of community groups to increase representation and involvement.
- Ensure recruitment processes for staff and volunteers are open, fair and transparent.
- Challenge discriminatory behaviour, harassment or exclusion in any form.

6. Inclusive Community Engagement

We will actively listen to our community to shape the Hub's development. Activities such as community engagement events and consultations will be used to understand diverse needs and ensure broad participation, particularly from those underrepresented or less engaged.

7. Responsibilities

Trustees:

- Provide governance oversight and ensure equality and diversity principles underpin organisational decisions.

Staff and Volunteers:

- Model inclusive behaviour and treat everyone with respect.
- Participate in training and development related to equality and diversity.
- Report any concerns or incidents in line with procedures.

Partners and Contractors:

- Are expected to comply with this policy and uphold our values when delivering services on behalf of the Hub.

8. Reporting and Addressing Concerns

Any form of discrimination, harassment or victimisation will not be tolerated. Concerns can be raised with the designated lead or the Trustees. All complaints will be handled sensitively, confidentially and promptly.

9. Monitoring and Review

This policy will be reviewed annually by the Trustees to ensure it remains compliant with legislation and continues to meet the needs of the community. Feedback from community engagement activities and service data may be used to support review and improvement.

10. Contact Information

Concerns or enquiries about this policy should be directed to the Trustees or the designated Equality and Diversity Lead.

This Policy was reviewed and approved on 5/03/2026 and will be reviewed annually, or at change of legislation.

Next Review date January 2027

Adrian Kemp MBE

Chair of Trustees

Zone Health and Wellbeing Hub

