



HOPE Charity — Equality, Diversity & Inclusion (EDI) Policy

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1. Policy Statement

HOPE Charity is committed to creating an inclusive environment where every individual - regardless of age, gender, race, ethnicity, disability, sexual orientation, religion or belief, or socioeconomic background - is welcomed, respected, and treated with dignity.

We believe that diversity strengthens our work and deepens our ability to understand and support the people and communities we serve. Equality, diversity, and inclusion are at the heart of everything we do - from service delivery to recruitment and volunteer engagement.

2. Our Commitment

- Promoting equality of opportunity for all
- Preventing discrimination, harassment, and victimisation
- Creating a culture of belonging, kindness, and respect
- Actively seeking to reflect the diversity of the communities we serve across our leadership, staff, and volunteer teams
- Ensuring our services are accessible and inclusive to everyone

3. Legal Framework

This policy is informed by the Equality Act 2010, which protects individuals from unfair treatment and promotes a fair and more equal society, including protection against discrimination based on gender identity or reassignment. HOPE Charity will comply with all relevant legislation and codes of practice relating to equality and human rights.

4. Scope

- All staff, volunteers, trustees, and session leaders
- All service users (children, young people, families)
- All activities and operations of HOPE Charity, including at the HOPE Hub and outreach work

5. Responsibilities

- Trustees are responsible for ensuring the charity complies with its legal obligations and champions EDI at all levels.

- Managers and Team Leads are responsible for promoting inclusive practices, tackling discrimination, supporting diverse representation, and modelling zero tolerance for discriminatory behaviour, bias, or exclusion.
- All staff and volunteers are expected to treat everyone with respect, challenge discrimination, and model inclusive behaviours.

6. Recruitment and Volunteering

We actively encourage applications from people of all backgrounds. We will:

- Use inclusive language in recruitment materials
- Offer flexible arrangements to reduce barriers to involvement
- Make reasonable adjustments to accommodate disabilities or specific needs

7. Inclusive Practice in Services

We will ensure:

- Our support services are welcoming and accessible to all
- Resources and activities are inclusive and culturally sensitive
- Feedback from young people and families is used to improve inclusion

8. Reporting Concerns

Any form of discrimination, harassment or unfair treatment should be reported to a manager or trustee. All concerns will be treated seriously and handled confidentially in line with our complaints and safeguarding policies.

9. Monitoring and Review

We will monitor our EDI progress through regular feedback, staff and volunteer engagement, and service-user input. This policy will be reviewed annually and updated as needed.

10. Inclusive Language and Pronouns

HOPE Charity recognises the importance of language in creating inclusive spaces. All staff, volunteers, and trustees are expected to:

- Use inclusive language in all verbal and written communication
- Refer to individuals using their chosen name and correct pronouns (e.g. him, her, they)
- Avoid assumptions about identity, background, or ability

If unsure about someone's pronouns, respectfully ask or use gender-neutral language until clarification is provided.

11. Recognising Intersectionality

We acknowledge that individuals may experience multiple forms of discrimination at once (e.g. race and disability, or gender identity and poverty). HOPE Charity commits to understanding how these overlapping identities shape lived experiences, and will reflect this understanding in our outreach, service delivery, and support.

12. Accessibility Commitment

To ensure our services, spaces, and information are accessible to everyone:

- We will aim to provide materials in easy-read, large print, or alternative formats when requested
- We will consider physical accessibility in all venues used
- We welcome suggestions from service users on how to remove barriers to participation

13. EDI Training and Learning Culture

HOPE Charity will provide regular EDI training for trustees, staff, and volunteers to:

- Build awareness of bias and privilege
- Equip teams with practical inclusive practices
- Create space for reflection, feedback, and learning

Participation in this training is expected of everyone involved with the charity. We understand this is an ongoing journey and welcome accountability.

Final Statement

This policy reflects our living commitment to equality, diversity, and inclusion. We recognise that inclusion is not a tick-box exercise but a lifelong practice. We invite feedback, reflection, and shared responsibility in building a culture where everyone can truly belong.