



LIVING ON BEREAVEMENT SERVICE

Equality, Diversity & Inclusion Policy

Created by: CEO September 2026

To be reviewed: every 1 years (2027)



1. Purpose of this policy

Living On Bereavement Service is committed to promoting equality, diversity and inclusion throughout all areas of our work.

We believe that everyone should be treated fairly, with dignity, respect and compassion, and that no person should experience discrimination because of who they are, their background, their circumstances or the characteristics they hold.

As a bereavement service supporting children, young people and families, we recognise that people experience grief and bereavement in different ways. Culture, faith, identity, disability, family circumstances, age, gender, sexuality and many other factors can influence how a person understands, expresses and experiences bereavement.

We are committed to ensuring that our services are welcoming, accessible and responsive to the different needs of the children, young people and families we support.

This policy applies to:

- Trustees
- Employees
- Volunteers
- Sessional and freelance workers
- Students and placement workers
- Contractors and anyone delivering services on behalf of Living On
- Job applicants and prospective employees
- Children, young people and families using our services
- Visitors, supporters and other people who come into contact with Living On

2. OUR COMMITMENT

Living On is committed to:

- promoting equality, diversity and inclusion in everything we do;
- treating everyone with dignity, fairness and respect;
- creating an environment where people feel safe, valued and able to be themselves;
- preventing and challenging discrimination, bullying, harassment and victimisation;
- recognising and valuing the different backgrounds, experiences, identities, abilities and perspectives of the people we work with;



- making reasonable adjustments wherever appropriate to enable people to access our services and participate fully;
- listening to the views and experiences of children, young people and families;
- recognising the importance of cultural, religious and individual differences when supporting people through bereavement;
- regularly reviewing our practice to identify and address barriers to equality and inclusion.

We recognise that equality does not always mean treating everyone in exactly the same way. Where appropriate, different or additional support may be needed to enable an individual to have fair access to our services or employment opportunities.

3. Equality Act 2010

Living On recognises the requirements of the Equality Act 2010.

The Equality Act protects people from discrimination because of nine protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race, including colour, nationality and ethnic or national origin
- Religion or belief
- Sex
- Sexual orientation

Living On will not unlawfully discriminate against anyone because of any protected characteristic.

We will also consider the wider circumstances and individual needs of the people we support and work with, recognising that people may experience disadvantage or barriers for reasons that are not specifically covered by the protected characteristics.

4. Equality, diversity and inclusion in our workforce

Living On is committed to creating an inclusive working environment in which the rights and dignity of employees and volunteers are respected.

We will provide equality, fairness and respect for all employees and volunteers, whether they are temporary, permanent, part-time or full-time.



We will not unlawfully discriminate in relation to:

- recruitment and selection;
- employment;
- pay and benefits;
- terms and conditions;
- working arrangements;
- flexible working;
- promotion;
- training and professional development;
- supervision;
- performance management;
- grievances and disciplinary procedures;
- family and parental leave;
- redundancy;
- dismissal.

Employment and volunteering decisions will be based on relevant skills, experience, qualifications, role requirements and other legitimate criteria.

Living On will make reasonable adjustments where appropriate to support disabled employees, volunteers and applicants.

We recognise the importance of creating a working environment in which people feel able to raise concerns and where difference is respected and valued.

5. Recruitment and selection

Living On will seek to ensure that recruitment and selection processes are fair, transparent and inclusive.

We will:

- use clear job descriptions and person specifications;
- base selection decisions on relevant criteria;
- avoid unnecessary barriers within recruitment processes;
- consider reasonable adjustments for applicants who require them;
- ensure that recruitment decisions are made fairly and consistently;
- seek to promote diversity within our workforce and volunteer community.



We recognise that a diverse workforce can strengthen our understanding of the communities we support and contribute to better services.

6. Training, development and supervision

Living On will seek to ensure that employees and volunteers have appropriate opportunities for training and development.

Staff and volunteers will be expected to understand their responsibilities under this policy and to treat others with dignity and respect.

Equality, diversity and inclusion will be considered within supervision and reflective practice where relevant.

Living On recognises that unconscious bias can affect decision-making and professional practice. We will encourage staff and volunteers to reflect on their own assumptions and consider how these may influence the support they provide.

Where appropriate, issues relating to culture, identity, diversity and difference will be explored within clinical supervision and team discussions.

7. Equality, diversity and inclusion in our services

Living On is committed to providing bereavement services that are inclusive, accessible and responsive to the needs of the children, young people and families we support.

We will seek to ensure that our services are:

- accessible to all sections of the community within our service area;
- provided fairly and without unlawful discrimination;
- sensitive to cultural, religious and individual differences;
- responsive to disability and additional communication or accessibility needs;
- respectful of different family structures and circumstances;
- sensitive to different experiences and expressions of grief;
- delivered in a way that promotes dignity, choice and respect.

We recognise that some children, young people and families may experience additional barriers to accessing support. Where possible, we will identify these barriers and consider reasonable adjustments or alternative approaches.

8. Children and young people's voice

Living On recognises the importance of listening to children and young people and ensuring that their views and experiences inform the support they receive.

We will encourage children and young people to express their views about:

- the support they receive;
- how they would like to communicate;



- what helps them to feel safe;
- what matters to them;
- what could improve their experience of Living On.

We will use our **‘Your Voice’** approach to support participation and ensure that children and young people are given appropriate opportunities to contribute.

Children and young people will be treated with respect and their individual circumstances, identity and preferences will be taken into account when planning support.

9. Culture, religion and belief

Living On recognises that bereavement can be experienced and expressed differently across cultures, religions and communities.

Our practitioners and volunteers will seek to understand and respect the individual beliefs, values, cultural practices and traditions of the people we support.

We will avoid making assumptions about how an individual or family should experience grief based on their cultural or religious background.

Where appropriate, practitioners will explore cultural and religious considerations as part of assessment, support planning and clinical supervision.

We will seek to work respectfully with families whose beliefs or practices differ from our own.

10. Disability, accessibility and reasonable adjustments

Living On is committed to making our services and working environment as accessible as reasonably possible.

We recognise that disability may be visible or invisible and that people may have different physical, sensory, cognitive, communication or emotional needs.

Where appropriate, we will consider reasonable adjustments such as:

- adapting the way information is communicated;
- providing additional time;
- offering alternative methods of communication;
- adapting activities;
- considering physical accessibility;
- providing information in an appropriate format;
- adapting appointments or the environment where reasonably possible.

We will discuss individual needs with the person concerned wherever possible rather than making assumptions about what they require.



11. Bullying, harassment, victimisation and discrimination

Living On does not tolerate bullying, harassment, victimisation or unlawful discrimination.

This applies whether behaviour takes place:

- face-to-face;
- by telephone;
- by email or electronic communication;
- online or through social media;
- during meetings or activities;
- in the workplace;
- when providing services;
- during Living On events or activities;
- or in any other situation connected with Living On.

Concerns will be taken seriously and dealt with appropriately.

Anyone who raises a genuine concern about discrimination, harassment or bullying, or who supports another person to raise a concern, should not be treated unfairly as a result.

12. Responsibilities

Board of Trustees

The Board of Trustees has overall responsibility for ensuring that Living On promotes equality, diversity and inclusion and complies with relevant legal and regulatory requirements.

Trustees will:

- ensure that this policy is reviewed regularly;
- provide appropriate oversight;
- address significant concerns brought to their attention;
- ensure that appropriate procedures are in place to respond to complaints or concerns.

Managers and those with responsibility for staff

Managers are responsible for implementing this policy within their areas of responsibility.

They should:

- promote an inclusive working environment;
- challenge inappropriate behaviour;



- respond appropriately to concerns;
- ensure staff and volunteers understand their responsibilities;
- consider reasonable adjustments where appropriate;
- promote equality and inclusion within supervision and team working.

Employees and volunteers

All employees and volunteers are expected to:

- treat others with dignity and respect;
- follow this policy;
- avoid discriminatory behaviour;
- challenge or report inappropriate behaviour where appropriate;
- respect differences between individuals;
- maintain professional boundaries;
- consider the individual needs of children, young people and families.

13. Raising concerns and complaints

Anyone who believes they have experienced discrimination, bullying, harassment or victimisation should be able to raise their concern without fear of unfair treatment as a result.

Employees should normally raise workplace concerns with their line manager in the first instance or the CEO.

Where this is not appropriate or possible, concerns may be raised with the Board of Trustees by contacting:

trustees@livingon.org.uk

Children, young people and families who have concerns about their experience of Living On should be given an appropriate and accessible way to raise those concerns.

Complaints will be dealt with in accordance with Living On's relevant complaints, grievance, safeguarding and disciplinary procedures.

Where a concern relates to safeguarding, it must be dealt with in accordance with Living On's Safeguarding Policy and procedures.

14. Monitoring and review

Living On will monitor the effectiveness of this policy and consider whether there are any barriers to equality, diversity or inclusion within our workforce or services.

Where appropriate, feedback from children, young people, families, staff and volunteers will be used to inform improvements.

The Board of Trustees will review this policy at least annually, or sooner if:



- there are significant changes to legislation or guidance;
- Living On's services or workforce change significantly;
- an incident or complaint identifies a need for review;
- good practice indicates that changes are required.

The next scheduled review is:

September 2027



Appendix 1 – Key terminology

Equality

Equality means ensuring that people are treated fairly and have fair access to opportunities and services. It does not necessarily mean treating everyone in exactly the same way.

Diversity

Diversity recognises and values the differences between people, including differences in background, culture, identity, experience, ability and perspective.

Inclusion

Inclusion means creating an environment where people feel welcomed, respected, valued and able to participate.

Direct discrimination

Direct discrimination occurs when someone is treated less favourably because of a protected characteristic.

Indirect discrimination

Indirect discrimination can occur when a rule, policy or practice applies to everyone but puts people sharing a particular protected characteristic at a particular disadvantage, unless the practice can be objectively justified.

Harassment

Harassment is unwanted conduct related to a protected characteristic that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Victimisation

Victimisation occurs when someone is treated unfairly because they have raised or supported a complaint relating to discrimination.

Bullying

Bullying is behaviour that is offensive, intimidating, malicious or undermining and which may involve an abuse or misuse of power. Bullying is not necessarily related to a protected characteristic. Examples may include:

- offensive or intimidating comments;
- deliberately undermining someone;
- spreading malicious rumours;
- repeatedly excluding someone;
- unfairly blaming someone;
- withholding information needed to carry out their role;
- setting unreasonable or impossible demands;
- humiliating someone in front of others;



- verbal or physical abuse.

Bullying and harassment may take place in person or through telephone, email, messaging, social media or other forms of communication.

Reasonable adjustments

Reasonable adjustments are changes made to remove or reduce disadvantage experienced by a disabled person so that they can access employment, services or opportunities.

TRUSTEE APPROVAL RECORD

Approved by: Board of Trustees and CEO

Date approved: ____14.10.2026____

Trustee initials : ____LC____

Next review: September 2028