

Continuing Community Care (CCC) — Equality, Diversity & Inclusion Policy

Last updated: [24th December 2025]

Continuing Community Care (“CCC”, “we”, “us”, “our”) is committed to promoting equality, valuing diversity, and creating an inclusive environment for everyone we work with, support, and serve.

We aim to ensure that all individuals are treated fairly, with dignity and respect, and that unlawful discrimination, bullying, harassment, or victimisation is not tolerated under any circumstances.

This policy applies to all staff, trustees, volunteers, contractors, service users, and anyone engaged with CCC.

1. Our Commitment

CCC is committed to:

- Creating a workforce that is representative of the communities we serve
- Ensuring all staff feel valued, respected, and able to contribute fully
- Providing services in a way that is accessible, inclusive, and free from discrimination
- Complying fully with the Equality Act 2010 and all relevant UK legislation

We are committed to eliminating unlawful discrimination in relation to employment and the provision of services to the public.

2. Purpose of This Policy

This policy exists to:

1. Promote equality, fairness, and respect for all individuals, whether permanent, temporary, full-time, part-time, or voluntary.
2. Ensure that no individual is unlawfully discriminated against because of any protected characteristic under the Equality Act 2010, including:
 - 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

3. Prevent unlawful discrimination in all areas of organisational activity, including but not limited to:

- Recruitment, selection, and promotion
- Pay, benefits, and terms and conditions
- Training and development
- Grievance and disciplinary procedures
- Dismissal and redundancy
- Flexible working requests
- Parental leave
- Access to services and facilities

3. Zero Tolerance of Unlawful Behaviour

CCC operates a zero-tolerance approach to:

- Bullying
- Harassment
- Victimation
- Unlawful discrimination

This applies whether such behaviour comes from employees, volunteers, managers, trustees, clients, visitors, suppliers, or members of the public.

All complaints will be taken seriously and handled promptly, sensitively, and fairly under CCC's grievance and disciplinary procedures.

Serious breaches may constitute gross misconduct and may result in dismissal without notice.

Where behaviour may constitute a criminal offence — including sexual harassment or harassment under the Protection from Harassment Act 1997 — CCC will support appropriate reporting and cooperation with relevant authorities.

4. Responsibilities

Management and Trustees

Are responsible for:

- Leading by example
- Ensuring this policy is implemented, understood, and followed
- Providing appropriate training and guidance
- Taking prompt action when concerns are raised

All Staff, Volunteers, and Contractors

Are responsible for:

- Treating others with dignity and respect
- Not engaging in discriminatory, bullying, or harassing behaviour
- Challenging inappropriate behaviour where safe and appropriate
- Reporting concerns in good faith

Individuals may be held personally liable for unlawful acts committed during the course of their work.

5. Training, Development and Progression

CCC is committed to:

- Making training, development, and progression opportunities accessible to all
- Supporting individuals to reach their full potential
- Ensuring talent and contribution are recognised and developed fairly

6. Fair and Objective Decision-Making

All employment-related decisions will be based on merit, skills, experience, and organisational need — except where lawful positive action or exemptions apply under the Equality Act 2010.

7. Monitoring and Review

CCC will:

- Monitor workforce composition (where appropriate and lawful) to support equality and inclusion
- Review this policy annually
- Update practices and procedures in line with legal developments
- Take action where issues or inequalities are identified

Monitoring data will be handled sensitively, confidentially, and lawfully.

8. Reporting Concerns

Anyone who believes they have experienced or witnessed discrimination, harassment, bullying, or victimisation is encouraged to raise the matter promptly through CCC's grievance or complaints process.

Concerns will be treated confidentially wherever possible and without fear of retaliation.

9. Approval and Governance

This policy is fully supported by CCC's senior management and has been formally approved by the Trustees and Committee Members of Continuing Community Care.

Signed on behalf of Continuing Community Care

Chair of Trustees: _____

Date: _____

Chief Executive Officer: _____

Date: _____