

Diversity and Equal Opportunities Policy

Policy Statement

ETNA recognises that certain individuals and groups in society suffer discrimination on the grounds of protected characteristics, as set out in the Equality Act 2010: age, sex, sexual orientation, race, colour, nationality, ethnic or national origin, religion or belief, gender reassignment, disability, marriage and civil partnership, pregnancy and maternity and socio-economic background.

We will ensure that we do not engage in direct or indirect discrimination on these grounds. We aim to make our services and resources accessible and relevant to all, and to ensure that no job applicant, employee, worker, or volunteer is discriminated against either directly or indirectly. ETNA also takes account of Employment Rights Act 2025 (Harassment Duties) coming into force in October 2026.

The Trustees and Centre Director have primary responsibility for ensuring equal opportunities in service delivery and employment practice. All staff, volunteers, and users of ETNA are expected to adhere to this policy, monitor its operation day to day, and report concerns to the Trustee Board.

Employer's Responsibilities

- Communicate this policy to all staff, volunteers, trustees. The policy will be available on the website.
- Ensure that recruitment, employment, disciplinary and grievance procedures incorporate principles of equality and non-discrimination.
- Regularly review procedures and criteria (including recruitment practices and terms of employment) to prevent discrimination.
- Provide appropriate training and guidance, especially for decision-makers, including trustees.
- Monitor implementation and report annually on progress.
- Keep ETNA up to date with relevant law and good practice.

Recruitment and Selection

- Recruitment, promotion, and advancement will be based on merit within the framework of this policy.
- Job descriptions and person specifications will reflect only genuine requirements of the role.
- Vacancies will be advertised using methods that reach a wide range of applicants.
- All applicants will be treated fairly and solely on their ability to do the job.
- Selection criteria will be reviewed regularly to ensure they are relevant and non-discriminatory.
- Interviews will be conducted by more than one person where possible, and questions will relate only to job requirements.
- Applicants will not be disadvantaged if unable to complete forms unassisted, unless this is essential for the role.
- Decisions will not be influenced by personal prejudices of staff.

Service Provision

- ETNA will work to ensure services are relevant and accessible to all users.
- Services and resources will be reviewed regularly to identify barriers or potential discrimination.
- Written and online materials will reflect the diversity of the community and avoid reinforcing stereotypes.
- Information will be provided in accessible formats where possible (e.g. large print or digital).
- A clear list of service priorities will be published and reviewed annually.
- Complaints will be handled in line with ETNA's Complaints Policy, and notices will be displayed explaining how to make a complaint.

Employment

- Staff are entitled to support and supervision from management.
- Induction training will be provided to all new staff, and further training will be made available where needed.
- ETNA recognises that personal circumstances may change and will seek, where possible, to accommodate reasonable requests to vary working conditions.

Purchasing

- ETNA will seek to ensure that goods and services it provides or purchases are accessible to all groups.
- ETNA will not knowingly purchase from agencies that practise discrimination.

Date of policy: September 2026
Review date: September 2027