

# Kings Support Group Ltd

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# Kings Support Group Ltd

## Equality, Diversity & Inclusion Policy

**Version:** 1.0

**Date Issued:** February 2026

**Next Review:** February 2028

**Approved by:** Director, Kings Support Group Ltd

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## 1. Policy Statement

Kings Support Group Ltd is committed to promoting **equality, diversity and inclusion** in all areas of our work. We believe that every individual, staff, residents, visitors, and partners deserves to be treated with dignity, fairness and respect.

We aim to create an environment where:

- Everyone feels safe and valued
- Differences are celebrated
- Discrimination is not tolerated
- Opportunities are accessible to all
- Barriers to inclusion are identified and removed

Our commitment applies across all aspects of our supported accommodation services and in all our accommodation.

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## 2. Legal Framework

**This policy is guided by the following legislation:**

- Equality Act 2010
- Human Rights Act 1998

- Care Act 2014
- Public Sector Equality Duty
- Housing Act 1996
- Domestic Abuse Act 2021
- Data Protection Act 2018 (aka GDPR)

We uphold the **nine protected characteristics** under the Equality Act:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

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## 3. Scope

**This policy applies to:**

- All Kings Support Group Ltd staff
- Residents
- Volunteers
- Agents
- Contractors
- Visitors
- Partner agencies

**It covers all aspects of our service, including:**

- Recruitment and employment
- Resident support
- Housing allocation
- Service delivery



- Complaints handling
- Staff training
- Communication and engagement

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## 4. Our Commitment to Equality & Diversity

**Kings Support Group Ltd will:**

- Treat everyone fairly and without discrimination
- Provide equal access to housing and support
- Promote a culture of respect and inclusion
- Challenge discriminatory behaviour or language
- Make reasonable adjustments for people with disabilities
- Ensure our services are accessible and culturally sensitive
- Provide information in accessible formats when required
- Support staff to understand and uphold equality principles

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## 5. Resident Rights

**All residents have the right to:**

- Be treated with dignity and respect
- Live free from discrimination, harassment or victimisation
- Have their cultural, religious and personal identity recognised
- Access support tailored to their needs
- Feel safe to express concerns or make complaints
- Receive information in a way they understand

We will take immediate action if a resident experiences discrimination.



## 6. Staff Responsibilities

### All staff must:

- Treat residents and colleagues fairly
- Avoid discriminatory behaviour or language
- Report discrimination or harassment immediately
- Support residents with diverse needs
- Attend equality and diversity training
- Promote an inclusive environment
- Challenge inappropriate behaviour

Failure to follow this policy may result in disciplinary action.

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## 7. Anti-Discrimination & Zero Tolerance

### Kings Support Group Ltd has **zero tolerance** for:

- Racism
- Homophobia
- Transphobia
- Sexism
- Ableism
- Religious discrimination
- Hate speech
- Harassment or bullying
- Victimisation

### Any incidents will be investigated promptly and may lead to:

- Warnings
- Behaviour agreements
- Eviction (for serious or repeated incidents)
- Police involvement (where criminal behaviour occurs)



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## 8. Reasonable Adjustments

**We will make reasonable adjustments to support individuals with disabilities or additional needs, including:**

- Accessible communication
- Adapted support plans
- Assistance with forms or appointments
- Adjustments to property where feasible
- Flexible meeting arrangements

Residents are encouraged to tell us what support they need.

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## 9. Cultural & Religious Inclusion

**We respect and support:**

- Dietary requirements
- Religious practices
- Cultural traditions
- Clothing preferences
- Observance of holidays and festivals

We will work with residents to ensure their identity is recognised and respected.

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## 10. Inclusive Communication

**We will:**

- Use clear, respectful language

- Provide interpreters where needed
  - Offer easy-read or alternative formats
  - Avoid jargon and discriminatory terms
  - Ensure staff are trained in inclusive communication
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## 11. Monitoring & Continuous Improvement

### We monitor:

- Resident feedback
- Complaints and incidents
- Staff training records
- Equality impact across services

### We use this information to:

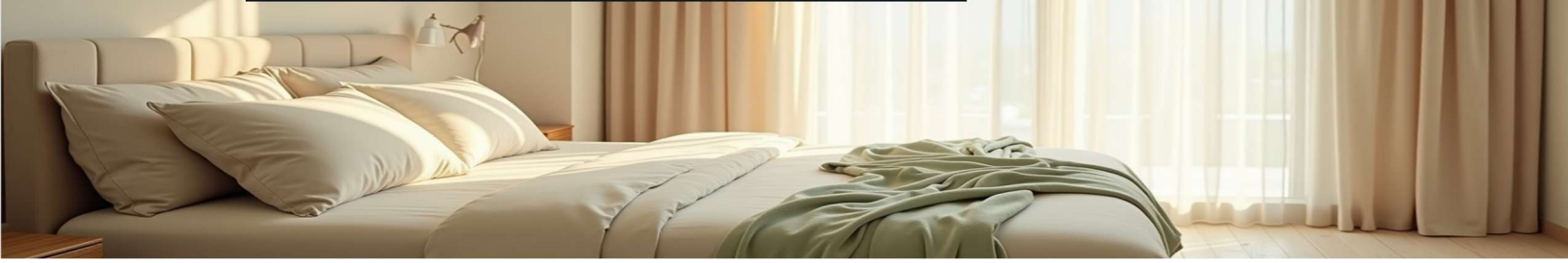
- Improve our services
  - Identify barriers
  - Update policies
  - Strengthen inclusion practices
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## 12. Reporting Concerns

### Residents or staff can report discrimination or unfair treatment to:

- A Support Worker
- The Service Manager
- The Director
- Email: [info@kingssupportgroup.co.uk](mailto:info@kingssupportgroup.co.uk)

All concerns will be taken seriously and handled confidentially.



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## 13. Policy Review

This policy will be reviewed:

- Every **2 years**
  - After significant incidents
  - When legislation changes
  - Following feedback from residents or staff
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