

**FAM**

FUTURES AND MENTORING

**SERVICES AND
INCLUSION
FAM-SV-11**

Equality, Diversity and Inclusion Policy

FACE – Family and Community Enterprise | Registered charity 1179629 | Working as FAM

Head office: Central Buildings, Richmond Terrace, Blackburn, BB1 7AP | Applies at head office and all FAM outreach sites

REFERENCE	VERSION	OWNER	REVIEW
FAM-SV-11	1.0 (September 2026)	Operations Lead	Annually

Status: approved by the Board of Trustees on 10 September 2026.

Our commitment

FAM exists for young people who are too often left out. We welcome everyone, treat people fairly, and change the way we work so that young people with different needs, backgrounds and languages can take part fully. We will not tolerate discrimination, harassment or victimisation by anyone involved in our work.

1 Purpose and scope

- 1.1** This policy sets out how FACE – Family and Community Enterprise (registered charity 1179629), working as FAM, promotes equality, values diversity and makes its services inclusive. It applies to trustees, staff, volunteers, sessional workers and partners delivering work with us, and covers our services, recruitment, employment, volunteering, governance and communications in every town where FAM works.
- 1.2** It is based on the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and, for young people with special educational needs and disabilities (SEND), the principles of the Children and Families Act 2014.

2 What we mean

Term	Meaning
Equality	Making sure everyone has a fair chance, which sometimes means treating people differently to meet their needs.
Diversity	Recognising and valuing the differences between people.
Inclusion	Removing barriers so everyone can take part and feel they belong.
Direct discrimination	Treating someone less favourably because of a protected

Term	Meaning
	characteristic.
Indirect discrimination	A rule or practice that applies to everyone but puts people with a protected characteristic at an unfair disadvantage, without good reason.
Discrimination arising from disability	Treating a disabled person unfavourably because of something connected with their disability, without good reason.
Harassment	Unwanted conduct related to a protected characteristic, or of a sexual nature, that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
Victimisation	Treating someone badly because they have made, or supported, a complaint about discrimination.

3 Protected characteristics

3.1 The Equality Act 2010 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 (including lack of belief)
- sex
- sexual orientation.

3.2 FAM also recognises other things that affect young people's life chances but are not protected characteristics in law, including being a care leaver, a young carer, a refugee or person seeking asylum, living in poverty, being NEET, or having caring responsibilities. We take these into account when planning and delivering our work.

4 Services for particular groups

4.1 FAM works with young people aged 11–25 and runs some activities for particular groups, such as sessions for girls and young women and support for young people new to the UK. This is lawful where it meets the Equality Act 2010, for example:

- as **positive action**, where a group faces a particular disadvantage, has different needs or takes part less, and the activity is a proportionate way to address this
- under the exceptions for charities, where providing benefits only to people with a protected characteristic is in line with the charity's purposes and is justified

- as **separate or single-sex services** where this is a proportionate way of meeting a legitimate aim, such as privacy, dignity or safety.

4.2 Before starting any activity limited to a particular group, the Operations Lead records the reason and checks it is justified. Age limits for our services are lawful because they reflect the charity's purposes.

5 Roles and responsibilities

Role	Responsibilities
Board of trustees	Sets the direction, approves this policy, considers equality in decisions, and works towards a board that reflects the communities we serve.
Operations Lead	Puts this policy into practice, makes sure services are accessible, arranges training, and reports monitoring data to the board.
Line managers and session leads	Plan inclusive sessions, make adjustments, and deal promptly with discriminatory behaviour.
Staff and volunteers	Treat everyone with respect, challenge discrimination safely, and report concerns.
Data Protection Lead	Makes sure equality monitoring data is collected and stored lawfully.

6 Reasonable adjustments and disability

6.1 FAM makes reasonable adjustments so that disabled young people, staff and volunteers are not put at a disadvantage. We do not charge for adjustments. Examples include:

- choosing accessible venues, with step-free access and accessible toilets
- providing information in easy read, large print or other formats
- allowing extra time, breaks or a quiet space
- changing the way an activity is run, or offering an alternative
- allowing a parent, carer or support worker to attend
- adjusting working hours or duties for staff and volunteers
- providing equipment or technology where reasonable.

6.2 We ask about adjustments at registration, at recruitment and before trips, and review them regularly. People do not have to disclose a disability, but we encourage them to tell us what would help.

7 Inclusion of young people with SEND

7.1 Young people with SEND should be able to take part in the same activities as their peers wherever possible. To make this happen:

- (a) At registration, ask the young person and their parent or carer about needs, what helps, what to avoid and any triggers, and record it on a one-page profile with their consent.
- (b) With consent, and where it helps, ask for relevant information from the young person's school, college or Education, Health and Care plan.
- (c) Plan sessions with the profile in mind, including communication, sensory needs, transitions, routines and staffing.
- (d) Include SEND needs in risk assessments and trip planning, and increase staffing where needed.
- (e) Use visual timetables, clear instructions and consistent staff where they help.
- (f) Review the plan with the young person and family regularly.
- (g) Never exclude a young person because of their SEND without first considering all reasonable adjustments and speaking with the Operations Lead.

7.2 Staff and volunteers receive training in SEND awareness and are supported to ask for advice. Behaviour that may be linked to a young person's needs is responded to with understanding and planning, not punishment.

8 Language access and interpreters

8.1 Many young people and families we work with, especially those new to the UK, may not speak English fluently. Language should never stop someone getting support or understanding a decision about them.

- Use plain English, visual aids and translated materials wherever possible.
- Use a professional interpreter (face to face, phone or video) for important conversations, including safeguarding, consent, medical information, complaints and anything with serious consequences.
- Do **not** use children or young people to interpret for their family, and avoid using family members or friends for important conversations, as this can put them in a difficult position and affect accuracy and confidentiality.
- Staff and volunteers who speak other languages can help with everyday conversation and welcome, but should not be relied on for formal interpreting unless they are trained and it is appropriate.
- Check the interpreter's language and dialect with the person, and whether they would prefer an interpreter of a particular gender.
- Interpreters are briefed on confidentiality and FAM's safeguarding expectations.
- Record the language needs and interpreter used on the young person's record.
- Offer English language learning opportunities through partners where the young person wants them.

9 Faith, culture and identity

- Plan activities and food with religious and cultural needs in mind, including prayer times, fasting periods and dietary requirements.

- Respect young people's gender identity and use their chosen name and pronouns where safe to do so, following the safeguarding policies and involving parents or carers where appropriate.
- Challenge racism, sexism, homophobia, biphobia, transphobia, disablism and religious hatred when it happens.
- Use images and language in our communications that reflect the young people we serve, following the Online Safety, Social Media and Images Policy.

10 Recruitment, employment and volunteering

- 10.1** FAM recruits staff, volunteers and trustees on merit, based on the skills and experience needed for the role. We advertise widely, offer adjustments during recruitment, and encourage applications from groups under-represented in our team. Lived experience is valued. Where a role requires a particular characteristic, this is only done where the law allows it and is recorded. Our recruitment follows the Safer Recruitment and DBS Policy.

11 Monitoring data

- 11.1** We collect equality information from participants, staff, volunteers and trustees so we can check that our work is reaching the right people and is fair. Monitoring is:
- **voluntary:** people can choose not to answer any question, and 'prefer not to say' is always an option
 - **separate:** kept apart from decisions about individuals, such as recruitment
 - **lawful:** collected and stored in line with UK GDPR and the Data Protection Act 2018 as amended by the Data (Use and Access) Act 2025, with a clear explanation in the Privacy Notice (Participants, Families and Supporters)
 - **anonymised for reporting:** only shared as totals, and never in a way that could identify someone in a small group.
- 11.2** The Operations Lead reports equality monitoring to the board at least once a year, covering who uses our services compared with the local community, who leaves early, outcomes, and the make-up of staff, volunteers and trustees. The board agrees actions where gaps are found. Funders receive anonymised data where required.

12 Raising concerns

- 12.1** Anyone who experiences or sees discrimination, harassment or victimisation should report it to a session lead, the Operations Lead or, if it involves them, the Chair of Trustees. Young people and families can use the Complaints Policy. Staff can use the Grievance and Disciplinary Procedure. Harassment and bullying are dealt with under the Anti-Bullying and Harassment Policy. Nobody will be treated badly for raising a concern in good faith.

13 How this policy supports our focus

- FAM is for young people aged 11 to 25, in education and not. Within that, our delivery focuses on young people with SEND, girls and young women, and young people new to the UK.
- Every programme builds digital and AI confidence, so no young person is left behind by technology.

14 Related policies

- Anti-Bullying and Harassment Policy
- Code of Conduct and Professional Boundaries (Staff and Volunteers)
- Safer Recruitment and DBS Policy
- Referral, Signposting and Immigration Advice Boundaries Policy
- Activities, Trips and Transport Policy
- Complaints Policy
- Grievance and Disciplinary Procedure
- Volunteer Policy
- Data Protection Policy
- Privacy Notice (Participants, Families and Supporters)
- Online Safety, Social Media and Images Policy

Approval record

Approved by the Board of Trustees on	10 th Sep 2026
Signed (Chair of Trustees)	
Next review due	31st July 2027
Version history	1.0, September 2026. New policy; replaces any earlier FAM or FACE version.