



SOCIAL VALUE 360 LTD

Equality Information and Objectives Policy

2026 to 2027 | Version 1.3

Policy owner: Roy Ramrutton, Responsible Director

Prepared: 23 September 2026

Approved by: Roy Ramrutton, Responsible Director, SOCIAL VALUE 360 LTD

Approval and effective date: 23 September 2026

Next review: 23 September 2027 or earlier if required

Our commitment and scope

Social Value 360 aims to make its programmes, activities, employment and volunteering accessible, fair and respectful. This policy applies to participants, predominantly aged 5 to 100, applicants, staff, volunteers, contractors, parents, carers and partner organisations. It covers face-to-face and online delivery, recruitment, referrals, communications and decisions about services.

We oppose unlawful discrimination, harassment and victimisation. We consider each person's needs, remove avoidable barriers and make reasonable adjustments for disabled people. No one should be penalised for raising an equality concern in good faith or supporting someone else to do so.

Legal framework

The Equality Act 2010 protects age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The way protections apply differs between employment, services and education; for example, the services provisions on age do not generally apply to under-18s and marriage and civil partnership is chiefly an employment protection. Our commitment to respectful treatment extends to everyone.

We comply with applicable duties as an employer and service provider. Where we exercise a public function, we assess and meet the Public Sector Equality Duty for that function, including due regard to eliminating prohibited conduct, advancing equality of opportunity and fostering good relations. A public-sector contract does not automatically make all our activities public functions.

We do not assume that school-specific publication duties apply to Social Value 360. The Responsible Director records which statutory and commissioning requirements apply and ensures any required equality information and objectives are published on time. We review progress annually as an organisational commitment.

Responsibilities

The Responsible Director approves objectives, allocates resources and reviews progress at least quarterly. Programme leads assess barriers, arrange adjustments and record equality considerations when planning or changing activities. Recruitment managers use relevant selection criteria and fair, accessible processes.

All staff and volunteers must behave respectfully, challenge discrimination safely, report concerns and complete role-appropriate training. Contractors and partners must meet the standards agreed for their work. The privacy lead oversees the lawful and proportionate use of equality data.

Main contact: Roy Ramrutton | roy@socialvalue360.co.uk | 07789 993621. For a complaint about Roy, use the Complaints Policy and request an impartial reviewer; Roy must not decide the complaint himself.

Access and reasonable adjustments

We invite participants and applicants to tell us what would help them take part, without requiring unnecessary diagnosis details. We consider accessible venues, step-free routes, toilets, seating, breaks, quieter spaces, communication formats, interpreters, hearing or visual support, online alternatives and appropriate assistance.

We consider adjustments before an activity starts and review them with the person. Service adjustments required under the Act are not charged to the disabled person. We record agreed actions, an owner and completion date. Where a requested arrangement cannot be provided, we explain why, consider alternatives and offer a review through the complaints process.

Activities may have justified age, safety or eligibility criteria. These must be transparent, proportionate and reviewed for unlawful exclusion. Age alone must not be used to assume an adult lacks capacity or that an older participant cannot take part. Staff adapt communication and safeguarding arrangements for children and adults without stereotyping either group.

Fair employment and volunteering

Advertisements, selection criteria and interviews focus on the role. We offer reasonable adjustments, use consistent assessment and keep a record of decisions. We follow restrictions on pre-employment health questions and ask only lawful, necessary questions. Training, progression, pay and work allocation must be fair.

Managers take reasonable steps to prevent sexual harassment, including assessing risk from colleagues, participants and third parties, providing reporting routes and acting on concerns. We do not require a person to confront the alleged harasser or use informal resolution before receiving support.

Respectful delivery and responding to concerns

We challenge racism, sexism, homophobia, biphobia, transphobia, disablist abuse, age-based hostility and other discriminatory conduct. Staff should stop immediate harm where safe, listen, record the concern and refer it to the programme lead. Any safeguarding risk must also be referred immediately to the safeguarding lead.

People can complain verbally, in writing or with an advocate using the Concerns Complaints and Compliments Policy. We provide accessible options, investigate fairly, protect against retaliation and share outcomes within confidentiality limits. Decisions about facilities, privacy and participation must consider all affected people and current law; staff seek advice where rights or needs are in tension.

Equality information and privacy

We use appropriate feedback and participation information to identify barriers in access, attendance, completion, satisfaction, employment and complaints. Collecting protected-characteristic information is not compulsory simply to demonstrate this policy. We explain the purpose, lawful basis and any special category condition and provide a prefer-not-to-say option where voluntary.

Reports use anonymous or aggregated information. Small groups and combinations that could identify someone must be suppressed or combined. We do not publish identifiable health, safeguarding or equality information. Where numbers are small, qualitative feedback and access reviews may be more useful than percentages.

Objectives for 2026 to 2027

Objective 1 — accessible participation. Within three months of adoption, programme leads will review every active programme's venue, booking process and participant information for access barriers. Each identified barrier will have an action, owner and target date. The Director will review progress quarterly.

Objective 2 — capable staff. All people who recruit, supervise or deliver activities will complete relevant equality and adjustment training within three months of adoption or appointment, then receive annual updates. The training register will track completion and follow up gaps.

Objective 3 — responsive adjustments. From adoption, every adjustment request will be logged confidentially and acknowledged within five working days. An agreed action or reasoned update will normally be provided within ten working days, with urgent access needs addressed before the activity where practicable.

Objective 4 — evidence of improvement. By the annual review, each active programme will seek accessible feedback, review participation barriers and report at least one improvement action or a reasoned finding that none is needed. The Director will examine equality-related complaints and repeat barriers quarterly.

These are forward commitments measured from adoption; they do not describe work already completed. Baselines and progress will be recorded in the objective register.

Decisions and review

Before changing eligibility, venue, pricing, delivery methods or staffing arrangements, the decision-maker considers who could be disadvantaged, what evidence is available, possible adjustments and alternatives. The record explains the chosen action and any remaining risk.

The Responsible Director reviews this policy annually, after a serious incident or when law or services change. It links to Safeguarding, Privacy Notices, Complaints, Data Retention and programme risk assessments.