



Kennett Community Land Trust

Equality, Diversity & Inclusion Policy

Kennett Community Land Trust is a Community Benefit Society registered with the FCA under number 7443, registered office 66 Station Road, Kennett, Newmarket CB8 7QF

1. Policy Statement

Kennett Community Land Trust (KCLT) is committed to promoting equality, diversity, and inclusion in all aspects of its work. We believe that embracing diversity strengthens our community, enhances our services, and reflects our core values of respect, fairness, and integrity.

We aim to create an environment where everyone feels valued, respected, and empowered—regardless of their background, identity, or circumstances.

This policy will be available on our website and will form part of the induction process for staff and Trustees.

2. Scope

This policy applies to:

- Trustees, staff, volunteers, and contractors
- Service users and members of the public engaging with the Trust
- All activities, services, and employment practices

3. Legal Framework

We uphold our responsibilities under relevant legislation, including:

- Equality Act 2010
- Human Rights Act 1998
- Employment Rights Act 1996
- Any other applicable UK and local equality legislation

4. Our Commitments

We will:

- Promote equality of opportunity and eliminate all forms of discrimination, harassment, and victimisation
- Foster good relations between people of different backgrounds
- Ensure our services are accessible and responsive to the diverse needs of our community
- Provide training and guidance to staff and volunteers on equality, diversity and inclusion
- Monitor and review our practices to ensure continuous improvement
- Ensure tenants are supported by a representative or advocate in interactions about landlord services if they wish to do so
- Ensure we regularly collect and review equality and diversity data and actively encourage and respect all contributions from a diverse range of customers.
- Promote the positive behaviours we expect of everyone and be intolerant of any discrimination, bullying or harassment.

5. Protected Characteristics

We will not tolerate discrimination based on:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation

6. Implementation

To embed this policy, we will:

- Include equality, diversity and inclusion considerations in recruitment, service delivery, and governance
- Use inclusive language and imagery in our communications
- Encourage feedback from service users and stakeholders to improve inclusivity
- Support KCLT to comply to an agreed and recognised external standard
- Take appropriate action where breaches of this policy occur

7. Monitoring and Review

This policy will be reviewed annually by the Board of Trustees or sooner if required by changes in legislation or organisational practice. We will monitor its effectiveness through:

- Feedback and complaints
- Staff and volunteer surveys
- Service user engagement

8. Responsibility

All individuals associated with the Trust share responsibility for upholding this policy. Specific accountability lies with:

- **Board of Trustees** – for strategic oversight
- **Line Management** – for operational implementation
- **Staff and Volunteers** – for day-to-day adherence

9. Complaints

Any resident or other stakeholder who is dissatisfied is able to submit a complaint using our Customer Feedback and Complaints procedure.

10. Related Policies and Documents

- Tenancy Agreement
- Customer Feedback and Complaints Policy
- ASB and Hate Incidents Policy
- Domestic Abuse Policy
- Safeguarding Policy
- Whistleblowing Policy
- Privacy Policy

11. Policy Review Record

Version Number	Status	Revision Date	Summary of Changes
Version 03	Approved	September 2025	New Policy