

Inclusion and equality

Policy statement

We are committed to ensuring that our service is fully inclusive in meeting the needs of all children.

We recognise that children and their families come from a wide range of backgrounds with individual needs, beliefs and values. They may grow up in family structures that include one or two parents of the same or different gender. Children may have close links with extended families of grandparents, aunts, uncles and cousins; while others may be more removed from close kin, or may live with other relatives or foster carers.

Some children come from families who experience social exclusion, severe hardship; discrimination and prejudice because of their ethnicity, disability and/ or ability, the languages they speak, their religious or personal beliefs, their sexual orientation and marital status.

Some individuals face discrimination linked to their gender and some women are discriminated against because of their pregnancy and maternity status. We understand that all these factors can affect the wellbeing of children within these families and may adversely impact on children's learning, attainment and life outcomes.

We are committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families using our setting.

Our Aims:

Ensure Acceptable Behaviour

Treat everyone with dignity and respect:

- Treat people fairly and according to their needs. Try not to make assumptions.
- Be patient and helpful particularly if someone has difficulties communicating, understanding or with mobility.
- Communicate clearly.
- Be courteous and polite: respect property and culture.

Think about how your actions will affect others:

- Be aware the effect your own behaviour and body language has on others.
Recognise and guard your own prejudices. We all have a right to hold our own thoughts, beliefs and ideas, but this does not mean we have a right to express these thoughts if they lead to discrimination or cause others to act in this way.
- Do not act in a way that would humiliate, offend, degrade, intimidate, frighten, threaten, undermine or abuse someone. Do not promote or allow others to act in this way.

- Do not use language or images which would be regarded as racist, sexist, homophobic, transphobic or insulting about disability, age, or religion and belief. Do not promote or allow this.

Help people to change for the better

- Where possible, tell people if their behaviour has been unacceptable and advise on appropriate alternatives so they are given the opportunity to change, tackle things however small at an early stage so they do not get worse.

Respond to Complaints and Incidents in a positive and proactive way

Handle complaints properly:

- Handle complaints sensitively, using the complaints procedure. Listen to the concerns with care.
- Provide or make arrangements for appropriate support for all those involved.

Resolve matters positively:

- Resolve matters as quickly as possible. Where possible, matters should be resolved informally and at source, before they escalate.
- Explore the options to resolve issues.
- Where mistakes have happened, Dragonflies should admit and learn from them.

Respond to incidents of hate crime:

- Take appropriate and speedy action if an incident of Hate Crime occurs. The police, LADO, or the local prevent duty officer may need to be contacted.

Provide access to services, facilities and information

Make sure information is accessible:

- Make information as accessible and easy to read as possible.
- Provide information in a way that people can change the typeface and colours to suit their own needs.

Provide alternative formats, transitions and interpreters when needed:

- Provide translations, interpreting and alternative formats where possible.

Make sure meetings and events are easy to access:

- When organising meetings or events make sure you know if delegates have any specific requirements such as access or communication.
- Arrange meetings in good time so any support needed can be sort.

Recruit and employ people fairly

People applying for a job must not be discriminated against because of protected characteristics. This means that people must be provided equality of opportunity in all aspects of recruitment, selection, training, supervision and any other conditions of employment or work environment.

All staff must be treated fairly and their diversity valued, recognising the different experiences, skills and knowledge people have and the different contributions they make.

Public Sector Equality Duty

We have regard to the Duty to eliminate discrimination, promote equality of opportunity, and foster good relations between people who share a protected characteristic and those who do not.

Monitoring and reviewing

So that our policies and procedures remain effective, we monitor and review them annually to ensure our strategies meet our overall aims to promote equality, inclusion and to value diversity.

This policy was adopted by

Dragonflies

On

December 2025

Date to be reviewed

December 2026

Signed on behalf of the provider

Name of signatory

Role of signatory

Trustee