

Policy name: Equality & Diversity Policy 5.4

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1	Sandra Haughton (SH)	Mar 17	First draft
2	Natalie Pepper (NP)	Nov 18	Updated legislation
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7	Adam C E Kennaugh	August 2026	Update to ensure compliance.

5.4 EQUALITY & DIVERSITY POLICY

5.4.1. Policy Statement

iSIGHT Clinic's Limited ("iSIGHT") is committed to promoting equality, diversity, inclusion and human rights in all aspects of its work.

We believe that every individual has the right to be treated with dignity, respect, fairness and compassion, regardless of their background, personal circumstances or protected characteristics.

iSIGHT is committed to ensuring that:

- Patients receive safe, effective, person-centred care that is free from discrimination.
- Employees, workers, contractors, volunteers and job applicants are treated fairly and equitably.
- Equality, diversity and human rights are embedded within all services, policies, procedures and decision-making processes.
- No person is disadvantaged, excluded, harassed, victimised or treated less favourably because of a protected characteristic.

The Company recognises the protected characteristics defined within the Equality Act 2010:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

The Company opposes all forms of unlawful discrimination, harassment, bullying and victimisation and expects all employees and representatives to uphold these principles.

5.4.2 Purpose

The purpose of this policy is to ensure that iSIGHT:

- Complies with all relevant equality, diversity and human rights legislation.
- Promotes an inclusive culture.
- Eliminates unlawful discrimination.
- Advances equality of opportunity.
- Fosters good relations between individuals and groups.
- Provides accessible services for all patients.
- Protects the dignity, privacy and human rights of individuals.

5.4.3 Legislative and Regulatory Framework

This policy operates within the framework of:

- Equality Act 2010
- Human Rights Act 1998
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- Mental Capacity Act 2005
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Protection from Harassment Act 1997
- Rehabilitation of Offenders Act 1974
- Accessible Information Standard
- Relevant guidance issued by the Care Quality Commission (CQC), Equality and Human Rights Commission (EHRC) and other regulatory bodies.

5.4.4 Our Commitment

iSIGHT is committed to:

Patients

- Delivering care that respects individual needs, preferences, beliefs and values.
- Ensuring services are accessible to all.
- Providing reasonable adjustments for patients with disabilities.
- Respecting cultural, religious and communication requirements.
- Supporting dignity, privacy, autonomy and independence.
- Involving patients in decisions regarding their care.

Employees

- Providing equal opportunities in recruitment, promotion, training and career development.
- Maintaining a workplace free from discrimination, harassment and victimisation.
- Providing reasonable adjustments for disabled employees.
- Encouraging diversity across the workforce.
- Supporting employee wellbeing and inclusion.

Organisation

- Embedding equality, diversity and human rights within business planning and governance arrangements.
- Reviewing policies and practices to identify and remove barriers to inclusion.
- Monitoring equality information where lawful and appropriate.
- Taking prompt action where concerns are identified.

5.4.5 Human Rights Principles

iSIGHT recognises that all individuals have fundamental human rights.

The Company is committed to ensuring that care and employment practices respect:

- Dignity

- Respect
- Privacy
- Equality
- Independence
- Freedom of thought, conscience and religion
- Respect for family life
- Freedom from degrading treatment
- Freedom from discrimination

These principles underpin all care delivery and employment decisions.

5.4.6 Accessible Information and Communication

iSIGHT will comply with the Accessible Information Standard.

Where required, the Company will:

- Identify communication needs.
- Record communication needs.
- Flag communication needs appropriately.
- Share communication requirements where necessary and lawful.
- Meet communication needs through reasonable adjustments.

Examples may include:

- Large print documents
- Alternative formats
- Translation services
- British Sign Language interpreters
- Hearing loop systems
- Easy Read information
- Assistance for people with visual impairments

No individual will be disadvantaged due to communication barriers.

5.4.7 Responsibilities

Chief Operating Officer

The Chief Operating Officer has overall responsibility for ensuring effective implementation of this policy.

Senior Managers

Senior Managers are responsible for:

- Promoting equality, diversity and inclusion.
- Addressing concerns promptly.
- Ensuring staff understand their responsibilities.
- Supporting reasonable adjustments.
- Ensuring fair and lawful employment practices.

Employees

All employees must:

- Treat others with dignity and respect.
- Comply with this policy.
- Report incidents of discrimination, harassment or victimisation.
- Support an inclusive working environment.
- Challenge inappropriate behaviour where appropriate.

Failure to comply with this policy may result in disciplinary action.

5.4.8 Recruitment and Selection

iSIGHT is committed to fair and objective recruitment practices.

Recruitment decisions will be based solely on:

- Skills
- Qualifications

- Experience
- Competence
- Ability to perform the role

The Company will:

- Advertise vacancies fairly.
- Use objective selection criteria.
- Make reasonable adjustments throughout recruitment.
- Provide equality and diversity training to recruiting managers.
- Monitor recruitment outcomes where appropriate.

Positive action measures may be used where lawful under the Equality Act 2010.

5.4.9 Disability Inclusion and Reasonable Adjustments

iSIGHT recognises its duty to make reasonable adjustments for disabled employees, patients and service users.

Reasonable adjustments may include:

- Modified working arrangements.
- Specialist equipment.
- Flexible working arrangements.
- Additional support and supervision.
- Accessible premises.
- Alternative communication methods.

Requests for adjustments will be considered individually and implemented wherever reasonable and proportionate.

5.4.10 Training

All employees will receive appropriate training on:

- Equality and diversity
- Human rights
- Inclusion
- Respectful behaviours

- Accessible communication

Training will form part of induction and ongoing mandatory learning.

Managers involved in recruitment, supervision or investigations will receive additional training as required.

5.4.11 Bullying, Harassment and Victimisation

iSIGHT operates a zero-tolerance approach to:

- Bullying
- Harassment
- Discrimination
- Victimisation

This applies to conduct involving:

- Employees
- Patients
- Visitors
- Contractors
- Agency workers
- Suppliers
- Other third parties

All complaints will be investigated thoroughly, fairly and confidentially.

Individuals raising concerns in good faith will be protected from victimisation.

5.4.12 Third-Party Behaviour

iSIGHT will not tolerate discrimination, harassment, bullying or abusive behaviour towards staff from patients, visitors, contractors or any other third party.

Appropriate action may include:

- Verbal warnings
- Written warnings
- Restrictions on access
- Termination of contracts

- Reporting incidents to relevant authorities

Where appropriate and lawful.

5.4.13 Monitoring

The Company may collect equality monitoring information for legitimate business and regulatory purposes.

Monitoring may include:

- Age
- Sex
- Ethnicity
- Disability
- Religion or belief
- Sexual orientation
- Gender identity
- Workforce data
- Recruitment outcomes
- Training participation
- Grievance and disciplinary outcomes

The purpose of monitoring is to:

- Assess policy effectiveness.
- Identify potential inequalities.
- Improve equality outcomes.
- Inform organisational improvement.

All information will be processed confidentially in accordance with UK GDPR and the Data Protection Act 2018.

5.4.14 Raising Concerns

Employees who believe they have experienced discrimination, harassment or victimisation should raise concerns through:

- Their line manager;
- Human Resources;

- The Grievance Procedure;
- Whistleblowing procedures where appropriate.

All complaints will be taken seriously and investigated promptly.

5.4.15 Equality Impact Assessment

iSIGHT will consider equality impacts when introducing or significantly revising:

- Policies
- Procedures
- Services
- Organisational changes

Where risks of discrimination or disadvantage are identified, reasonable steps will be taken to eliminate or minimise them.

5.4.16 Review

This policy will be reviewed:

- Annually;
- Following significant legislative changes;
- Following regulatory updates;
- Following identified equality concerns or incidents.

Responsibility for review rests with the Chief Operating Officer.

Equality Monitoring Form

iSIGHT Clinics Limited collects equality monitoring information to assess the effectiveness of its equality, diversity and inclusion arrangements. Completion of this form is voluntary and will not affect any recruitment, employment or service-related decision.

Information provided will be used solely for monitoring and reporting purposes and will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Company's Privacy Notice.

Equality monitoring information is retained separately from recruitment and employment records and is accessible only to authorised personnel with a legitimate business need.

1. Please indicate your relationship with iSIGHT:

- ☐ Job Applicant
- ☐ Employee
- ☐ Agency Worker
- ☐ Contractor
- ☐ Board Member
- ☐ Other (please specify): _____

2. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

3. Sex

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

4. Gender Identity

Is your gender identity the same as the sex registered for you at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If you wish to describe your gender identity:

-
- ☐ Prefer not to say

5. Sexual Orientation

- ☐ Heterosexual / Straight
- ☐ Gay Man
- ☐ Lesbian / Gay Woman
- ☐ Bisexual
- ☐ Pansexual
- ☐ Asexual
- ☐ Prefer to self-describe:

-
- ☐ Prefer not to say

6. Disability

Under the Equality Act 2010, a person is disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If yes, please indicate the category that best describes your disability (tick all that apply):

- ☐ Physical impairment
- ☐ Sensory impairment (hearing, vision, etc.)
- ☐ Learning disability
- ☐ Learning difficulty
- ☐ Long-term health condition
- ☐ Mental health condition
- ☐ Neurodivergent condition (e.g. autism, ADHD, dyslexia)
- ☐ Other (please specify)

☐ Prefer not to say

7. Ethnic Group

White

- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background

Mixed or Multiple Ethnic Groups

- ☐ White and Black Caribbean

- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed or Multiple Ethnic background

Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background

Black, Black British, Caribbean or African

- ☐ African
- ☐ Caribbean
- ☐ Any other Black, African or Caribbean background

Other Ethnic Group

- ☐ Arab
- ☐ Any other ethnic group
- ☐ Prefer not to say

If you selected "Any other", please specify:

8. Religion or Belief

- ☐ No religion
- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh

- ☐ Humanist
- ☐ Other religion or belief
- ☐ Prefer not to say

If other, please specify:

9. Marriage or Civil Partnership Status

- ☐ Married
- ☐ Civil Partnership
- ☐ Single
- ☐ Divorced
- ☐ Widowed
- ☐ Prefer not to say

10. Pregnancy and Maternity (Employees and Applicants Only)

Are you currently pregnant or on maternity, adoption or shared parental leave?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

11. Caring Responsibilities

Do you have unpaid caring responsibilities for:

- ☐ Child or children
- ☐ Disabled child
- ☐ Adult family member
- ☐ Partner
- ☐ Elderly relative
- ☐ No caring responsibilities

☐ Prefer not to say

12. Reasonable Adjustments

Do you require any reasonable adjustments during recruitment, employment, training or whilst accessing services?

☐ Yes

☐ No

☐ Prefer not to say

If yes, please provide details:

Privacy Statement

The information provided on this form:

- Will be used solely for equality monitoring and reporting purposes.
- Will be stored securely.
- Will be accessible only to authorised personnel.
- Will be retained in accordance with the Company's Data Retention Policy.
- Will not be used to make recruitment, employment or service-related decisions.

All processing of personal data will comply with the UK GDPR and Data Protection Act 2018.