Friends of Kett's Heights: Equity, diversity and inclusion policy

About Friends of Kett's Heights
Friends of Kett's Heights (FKH) manages the historic site of Kett's Heights in partnership with Norwich City Council, with the aims of creating a welcoming space, celebrating the site's long history and encouraging biodiversity. FKH was established in 2015 and is a registered charity (charity number 1191607).

Equity, diversity and inclusion policy statement
FKH is committed to being an equitable, diverse and inclusive organisation in our dealings with our members, volunteers and the general public visiting Kett's Heights and/or taking part in FKH activities.

This means:

- being fair, impartial and providing equal opportunities in volunteering (whether serving on our committees, undertaking practical work and/or taking part in FKH events)
- recognising, respecting and celebrating our differences
- creating an environment where everyone feels welcomed and valued.

This policy helps us put this commitment into practice. It sets out:
- definitions for key terms used throughout the policy
- the law on equity, diversity and inclusion
- our commitment to prospective and current members of FKH
- your responsibilities as a member of FKH
- how we work with the general public, suppliers and others
- how we monitor and review this policy.

FKH is also committed to ensuring our organisation is free of harassment and bullying and that everyone is treated with dignity and respect.

Definitions

Protected characteristics

A protected characteristic is a human characteristic that's safeguarded against discrimination by law. There are nine protected characteristics under the Equality Act:
- age
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- gender reassignment
- race (including colour, nationality, and ethnic or national origin)
- religion or belief
- sex
- sexual orientation.

Types of unlawful discrimination

- Direct discrimination is where someone is treated less favourably because of a protected characteristic. Direct discrimination may be lawful when a particular protected characteristic is essential for a role (when it is an occupational requirement). For example, a refuge for women who have experienced domestic violence might advertise for female support workers.

- Indirect discrimination means putting in place a rule, policy, or way of doing things that has a worse impact on someone with a protected characteristic than someone without one (and this cannot be objectively justified).

- Harassment is where someone receives unwanted behaviour related to a protected characteristic that violates their dignity or creates a hostile, degrading, humiliating or offensive environment. This counts as harassment regardless of whether the person responsible intended harm.

- Sexual harassment is where someone receives unwanted behaviour of a sexual nature. Employers *(including voluntary organisations such as FKH, with no employees)* have a duty to take reasonable steps to prevent sexual harassment of people within the workplace *(or equivalent setting, such as the Kett's Heights site*).

- Associative discrimination is where someone experiences discrimination because of their association with someone who has a protected characteristic (for example, the parent of a disabled child).

- Perceptive discrimination is where someone experiences discrimination because they are perceived to have a protected characteristic.

- Third-party harassment is where an individual is harassed by someone who comes into contact with their organisation, due to a protected characteristic. Some examples of third parties include service users, suppliers and staff from partner organisations.

- Victimisation is where someone is treated less favourably because they have taken action relating to the Equality Act or are suspected of doing so. For example, they may have supported a complaint or raised a grievance under the Act. Individuals are not protected from victimisation if they act maliciously or make or support a false complaint in bad faith.

- Failure to make reasonable adjustments is where an organisation fails to remove or reduce the barriers someone faces at work because of a protected characteristic. Under the Equality Act, workplaces are legally required to make reasonable adjustments for

people with disabilities. It is best practice to provide similar support for people with other protected characteristics too.

Reasonable adjustments

A reasonable adjustment is a change to remove or reduce the effect of:

- an individual's disability so they can do their work with FKH
- an individual's disability when expressing an interest in taking active part in the work of FKH.

What is deemed 'reasonable' will depend on the circumstances of each case.

Examples of reasonable adjustments include:

- making changes to someone's physical working environment
- changing the ways things are done
- providing an individual with extra equipment or assistance.

When deciding whether an adjustment is reasonable, FKH will consider:

- how effective the change will be in reducing the disadvantage the individual would otherwise experience
- its practicality
- the cost
- our resources and size
- the availability of financial support.

As far as possible, FKH will aim to remove or reduce any substantial disadvantage a disabled individual faces, which would not be faced by a non-disabled person.

The law on equity, diversity and inclusion

It is unlawful to discriminate directly or indirectly during recruitment or employment *(or equivalent, for voluntary organisations such as FKH with no employees)* because of a protected characteristic.

Discrimination after involvement with an organisation can also be unlawful. For example, it is unlawful to refuse someone a reference for a reason linked to a protected characteristic. It is also unlawful to discriminate against or harass a member of the public when providing services or goods, or to fail to make reasonable adjustments.

Our commitment to prospective and current volunteers as members of FKH

- We will avoid unlawful discrimination in all aspects of being involved with FKH.
- We aim to attract volunteers with the knowledge, skills and experience required for the task, irrespective of their background. Having a diverse team helps us better understand the needs of our diverse range of stakeholders.
- Because of this, we may take 'positive action' (appropriate steps to improve the diversity among our volunteers and wider membership).
- We will base decisions on objective criteria.
- We will provide information and guidance to members of FKH involved in recruitment of new members or other roles where equal opportunities issues are

likely to arise. We are committed to helping people in these roles understand their responsibilities and avoid the risk of discrimination.

Your responsibilities as a volunteer

All volunteers are responsible for supporting our commitment to equity, diversity and inclusion. If you see or experience something you disagree with in your involvement with FKH, please let the Chair or Vice-Chair of FKH know (contact details below).

Reporting discrimination

If you believe you have been discriminated against, if your complaint involves bullying or harassment, or you witness something you think is discrimination you should report this to the Chair or Vice-Chair of FKH. We take every complaint seriously. You will not be penalised in any way for raising a grievance unless it is false and made in bad faith.

Personal liability

Volunteers can be held personally liable as well as, or instead of, the organisation for acts of unlawful discrimination. Volunteers who commit serious acts of harassment may be guilty of a criminal offence.

The general public, suppliers and others

We will not discriminate unlawfully against the general public visiting Kett's Heights and/or taking part in FKH events.
If you are bullied or harassed by a member of the public, supplier, contractor, visitor or others, or if you witness someone else being bullied or harassed, you should report this to the Chair or Vice-Chair of FKH. They will take appropriate action.

Contact details
The Chair of Friends of Kett's Heights is Cavan Stewart.
Email: cavancstewart@gmail.com
Telephone: 07919 250915

The Vice-Chair of Friends of Kett's Heights is David Howarth.
Email: david.thorpegate@gmail.com
Telephone: 07517544499

Review date
This policy was adopted by the Friends of Kett's Heights on 8 September 2026.
The policy is reviewed annually, or more frequently if an EDI issue arises such as a change in the law.
Date for next review: 8 September 2027.

Access details
This policy is available on the Friends of Kett's Heights website at https://www.kettsheights.co.uk/