



Sufra NW London

Diversity, Equity, Inclusion and Accessibility Policy

Policy Owner:	Deputy Director	To be approved by:	Board of Trustees
Last reviewed by policy owner on:	30/04/2025	Approved on:	04/06/2025
Next Review Date:	May 2027	Review frequency:	Every 2 years

1 Introduction

Sufra celebrates the **diversity** of its community in Brent and embraces having a team of staff, volunteers and partners who mirror this diversity. Sufra NW London aims to ensure that as a community organisation and employer, no individual or group experiences discrimination, harassment, or victimisation on the basis of any protected characteristic within the meaning of the Equality Act 2010.

Sufra works to foster an **inclusive space** for the community which promotes anti-racism, acceptance and respect for all. We want everyone to feel valued and that they belong at Sufra, no matter their background, experience or identity. It is not only about creating a diverse environment but also about ensuring a culture exists where individuals in all their diversity feel welcome and accepted.

Sufra recognises that racism, discrimination, and prejudices maintain inequalities and disadvantages for many in our community whilst also perpetuating privilege and advantage for the few. Our work aims to uplift those in our Brent community who have been historically marginalised by providing transformative support and opportunity. At Sufra, we want our community to be accessible, we strive to remove or reduce the physical, technological, communication, and attitudinal barriers that may hinder guests, volunteers and staff from fully engaging in our work as possible.

Sufra is committed to making **access** to our services, and opportunities equitable for all individuals, regardless of their background. At Sufra we recognise that different people have different needs and experiences, and that people require different resources and support to ensure they can succeed and thrive.

The intention of this policy is to ensure that all employees, volunteers, and service users—both potential and actual—are treated equally and as individuals, regardless of age, disability, sex, gender reassignment, pregnancy or maternity, race (which includes colour, nationality, and ethnic or national origins), sexual orientation, religion or belief, or marriage or civil partnership status.

2 Our Commitments

To do this:

- We promote equality of opportunity for everyone and celebrate diversity throughout our organisation.
- We aim to create a staff and Trustee Board that's representative of our community and where diversity is celebrated
- We will value our staff and volunteers for their contributions across the organisation in numerous ways
- We won't tolerate discrimination, bullying or harassment in any form and we'll do our best to protect colleagues from any negative treatment from others ie guests or suppliers
- We will utilise fair recruitment practices, so nobody receives a less favourable treatment due to the community that they come from
- We will provide training opportunities to our staff and volunteers around Diversity, Equity Inclusion and Accessibility
- We will work to make our spaces physically accessible
- We will utilise translation services and technology to bridge communication gaps
- We will design projects that are holistic, dignified and support the unique and diverse needs of our guests by regularly collecting feedback through our Steering Groups and monitoring forms and making changes as needed.
- We will strive to make Sufra feel like a safe and welcoming space for guests that feels welcoming, accessible to all and friendly.

- We will welcome feedback and facilitate consultations using existing channels such as the service user steering group, staff groups, surveys, and volunteer groups.
- We will maintain a fair and transparent complaints process where staff, volunteers, and guests can safely raise concerns if they feel they've been treated unfairly. All grievances will be taken seriously and addressed promptly.
- We will make reasonable adjustments for staff with long term health conditions, neuro-diverse minds and disabilities to enable everyone to flourish in their work.

We ask all staff, volunteers and trustees to:

- Actively foster an inclusive environment where everyone feels respected, valued, and that they belong at Sufra
- Treat all colleagues, guests, volunteers, trustees and partners with dignity and fairness, avoiding discrimination, harassment, or exclusion of any kind.
- Challenge bias and inequity—constructively and with sensitivity. Any instances of inappropriate conduct should be reported to the Deputy Director.
- Be aware of different culture and customs and engage in ongoing learning related to DEIA, including participating in relevant training and development opportunities provided by the organisation.
- Be mindful of accessibility needs, making reasonable adjustments and using inclusive practices in communication, events, service delivery, and decision-making.
- Support a culture of accountability, where all individuals are encouraged to reflect on their actions and consider how they can contribute to a more equitable and inclusive workplace.

3 Non-Compliance and Consequences

Everyone in the organisation has a role to play in upholding this policy. Concerns or breaches can be reported confidentially to the Deputy Director (in person or via email), and staff are encouraged to raise issues without fear of retaliation. The Deputy Director will determine whether informal resolution or an investigation is needed.

Failure to follow this DEIA policy may lead to action under our disciplinary procedures. Depending on the severity, outcomes may include:

- Informal feedback or coaching
- Formal investigation and possible disciplinary action (e.g. warning, suspension, or dismissal)
- Requirement to complete additional training
- Impact on performance reviews or progression

4 Responsibilities

The Board of Trustees are responsible for championing equality, diversity and inclusion and ensuring that the policy is consistent with the fundamental principles and that resources, support and leadership is provided to ensure this policy can be meaningfully implemented.

The Senior Management Team (SMT) are responsible for championing this policy on behalf of the Board of Trustees and ensuring compliance with policy and the effective development, implementation and monitoring of equality and diversity objectives and related action. Sufra's Diversity, Inclusion, Equity, and Accessibility (DEIA) Working Group made up of staff from across the organisation will work with SMT to advance Sufra's commitment to creating a diverse, inclusive, equitable, and accessible environment for all our staff, volunteers and guests.

The DEIA group will work alongside SLT to promote an organisational culture that is underpinned by acceptance, trust, and respect between staff, volunteers and guests.

The Deputy Director is the policy lead and is responsible for the development, monitoring and updating of this policy. The Deputy Director is responsible for supporting the communication and implementation of this policy.

Line-managers and the Senior Management Team are responsible for implementing the policy and role modelling inclusive behaviour and providing support to their staff and volunteers

Our employees are responsible for championing equality, diversity and inclusion, understanding how the policy relates to their role, and reporting cases of discrimination, harassment, and unfair treatment.

5 Auditing and monitoring

To ensure accountability and continuous improvement, we will regularly audit and monitor our DEIA practices across all areas of the organisation. This includes reviewing

policies, procedures, staff experiences, recruitment data, service delivery, and accessibility measures.

The **DEIA Working Group** plays a central role in this process. The group is responsible for:

- Monitoring our progress against agreed DEIA objectives and action plans
- Reviewing feedback, data, and evidence to identify gaps or areas for improvement
- Reporting regularly to senior leadership on DEIA priorities

Staff are encouraged to engage with the DEIA Working Group, contribute insights, and help shape the organisation's approach to inclusion and equity.

[END]

BOARD APPROVED 04.06.2025

Revised 9 May 2023

Reviewed 16 November 2022

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