



THE MAZE GROUP CIC

Equality, Diversity and Inclusion (EDI) Policy

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Policy Approval

Author	Business Manager
Approved by	Board of Directors
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Issue and Revision Log

Issue	Date Issued	Date for Review	Notes
1.0	December 2023	December 2025	
2.0	May 2025	May 2027	
3.0	April 2026	April 2028	Rewritten at request of SNEE ICB

This policy supports compliance with the NHS Standard Contract 2025/26 (relevant clauses: SC13, SC16, SC24, SC35, GC14).

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1. Introduction

The MAZE Group CIC (“MAZE”) is committed to promoting equality, embracing diversity, and ensuring inclusion in all aspects of its work. This policy outlines our responsibilities, values, and approach to fostering a culture where everyone feels respected, empowered, and able to contribute.

2. Policy Statement

We believe that a diverse and inclusive environment is essential to our success as a socially driven organisation. We oppose all forms of unlawful and unfair discrimination and will:

- Provide equality of opportunity for all
- Create an inclusive culture where differences are valued
- Challenge and prevent discrimination, harassment, and victimisation

3. Legal Framework

This policy is underpinned by and complies with UK law, including:

- Equality Act 2010
- Human Rights Act 1998
- Employment Rights Act 1996
- Public Sector Equality Duty (where applicable)

We are committed to meeting the requirements of the nine protected characteristics under the Equality Act:

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

Equality considerations will be applied in conjunction with MAZE’s Safeguarding Policies, which outline our statutory duties for protecting children, young people and adults at risk.

(See [Safeguarding Children and Young People Policy](#) and [Safeguarding Adults at Risk Policy](#))

4. Scope

This policy applies to:

- Staff and volunteers
- Directors
- Service users and beneficiaries
- Partners and collaborators
- Contractors and suppliers

This policy applies to, and promotes equality for, children, young people and families. We recognise children and young people (CYP) as a distinct group with specific rights and needs, and we commit to ensuring that services are developmentally appropriate, culturally sensitive and accessible for all families we support.

5. Responsibilities

The Board of Directors

- Provides leadership and ensures equality, diversity and inclusion is embedded in strategy, policy, and practice
- Reviews and approves this policy every two years
- Appoints a named lead for equality, diversity and inclusion responsible for oversight of performance, compliance with relevant frameworks, and reporting to the Board

Managers and Team Leaders

- Promote a culture of respect, inclusion, and zero tolerance of discrimination
- Respond appropriately to concerns or complaints

All Staff, Contractors and Volunteers (together to be referenced as “staff”)

- Treat others with dignity and respect
- Report any concerns or incidents of discrimination or harassment

6. Implementation

Recruitment and Selection

We aim to recruit fairly and inclusively, using processes that are transparent and free from bias. This includes:

- Advertising roles widely and accessibly
- Using inclusive language and criteria
- Offering reasonable adjustments

Learning and Development

We will provide training to staff on:

- Equality and diversity awareness
- Inclusive communication and behaviours
- Unconscious bias

Inclusive Practice

This policy applies to, and promotes equality for, children, young people and families. We recognise CYP as a distinct group with specific rights and needs, and we commit to ensuring that services are developmentally appropriate, culturally sensitive and accessible for all families we support.

MAZE will make proactive reasonable adjustments for neurodiverse children, young people and parents/carers, including adapting communication, providing visual supports and ensuring accessible, sensory-aware environments.

We are committed to:

- Ensuring our services are accessible to all
- Considering intersectionality and lived experiences in our work
- Using EDI data and feedback to continuously adapt and improve our services
- Making proactive reasonable adjustments for neurodiverse children, young people and parents/carers, including adapting communication, providing visual supports and ensuring accessible, sensory-aware environments
- Ensuring services are developmentally appropriate and responsive to the needs of children and young people
- Working in alignment with safeguarding principles to ensure safe, equitable and inclusive access to services

7. Reporting and Complaints

Anyone who feels they have experienced or witnessed discrimination, harassment, or exclusion should report it using our Complaints Policy. Reports will be taken seriously, treated confidentially, and investigated fairly.

Themes and trends relating to equality, diversity and inclusion identified through complaints will be monitored and used to inform service improvements and training.

8. Monitoring and Review

We will:

- Collect and analyse demographic data where appropriate and lawful
- Monitor progress through staff feedback and service evaluations
- Review this policy every two years or in response to legislative changes

We will work in partnership with children, young people and families to co-produce service improvements, ensuring lived experience informs our equality objectives and inclusive practice.

We will develop and monitor measurable EDI objectives, which may include:

- Workforce diversity metrics
- Recruitment and progression data
- Service access and outcomes across different groups
- Feedback from service users and staff
- Monthly or quarterly internal performance reviews
- Regular reporting to senior leadership and Board
- Reporting to commissioners and funders where required

We are committed to aligning with NHS equality frameworks where required under our NHS contracts. This includes:

- Implementing the NHS Equality Delivery System (EDS) on an annual basis, working with staff, service users, and partners to assess and improve equality performance
- Publishing EDS outcomes and improvement plans where required
- Complying with Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) reporting requirements where relevant to commissioned services

Outcomes from these frameworks will be reviewed by senior leadership and used to inform continuous improvement.

Where required, EDI-related reports and outcomes will be published in line with transparency requirements and made accessible to stakeholders.

9. Commitment Statement

At MAZE, we are proud to stand for fairness, equity, and opportunity. We recognise that achieving inclusion is an ongoing journey and we are committed to listening, learning, and improving continually.