



Lost Chord UK Equality, Diversity, and Inclusion (EDI) Policy

Policy Statement

At Lost Chord UK, we are committed to promoting equality, diversity, and inclusion (EDI) in all aspects of our work. As a charity dedicated to transforming the lives of people with dementia and neurological conditions through interactive live music, we recognise the importance of ensuring that everyone- regardless of background, identity, or ability- feels valued, respected, and included.

We believe that diversity strengthens our charity, improves our impact, and ensures that the music we create reaches and reflects the communities we serve.

Our Commitment

Lost Chord UK is committed to:

- Creating an inclusive environment where musicians, staff, volunteers, beneficiaries, and partners feel welcome and supported.
- Eliminating discrimination and ensuring equal access to our services, employment, and volunteer opportunities.
- Celebrating diversity by valuing different perspectives, cultures, identities, and experiences.
- Encouraging participation from underrepresented groups in all aspects of our work.
- Embedding inclusive practices across recruitment, training, safeguarding, service delivery, and community engagement.

Who This Policy Applies To

This policy applies to:

All Lost Chord UK staff, trustees, and volunteers.

All musicians and artists delivering interactive music sessions.

All service users, including people with dementia, their carers, and the wider community.

All partners, funders, and stakeholders we work and collaborate with.

Legal & Ethical Framework

Our EDI policy aligns with the Equality Act 2010, which protects against discrimination based on:

- Age
- Disability
- Gender reassignment
- Marriage & civil partnership
- Pregnancy & maternity
- Race (including ethnicity, nationality, and heritage)
- Religion or belief
- Sex
- Sexual orientation

We also follow best practices in line with Charity Commission guidance, sector-wide EDI principles, and safeguarding regulations.

Inclusive Music & Dementia Services

Lost Chord UK is unique in delivering interactive live music experiences tailored to people with dementia and neurological conditions. To ensure our services are accessible and inclusive, we will:

- Provide diverse musical programming that reflects different cultures, genres, and languages.
- Train musicians and volunteers in inclusive communication, disability awareness, and cultural competency.
- Adapt performances and engagement to accommodate individual needs, including sensory-friendly approaches and multi-lingual performances.
- Respect personal and cultural preferences in music choices, interactions, and participation levels.
- Ensure physical accessibility of venues and make adjustments to support those with mobility impairments.
- Encourage family and caregiver involvement to strengthen inclusive community participation.

Inclusive Recruitment & Volunteering

- Lost Chord UK strives for an inclusive workforce and volunteer network by:
 - Recruiting diverse musicians, staff, and volunteers to represent the communities we serve.
 - Providing equal opportunities in employment and volunteering, ensuring fair treatment at every stage.
 - Using inclusive language and outreach to attract applicants from all backgrounds.

- Offering reasonable adjustments in the workplace and during performances for disabled individuals.

Challenging Discrimination & Harassment

- We take a zero-tolerance approach to discrimination, harassment, or victimisation. Any reported incidents will be taken seriously and addressed through:
 - A clear complaints and grievance procedure for reporting discrimination.
 - A confidential safeguarding process for raising concerns about inequality or exclusion.
 - Ongoing training to prevent unconscious bias and ensure respectful interactions.

Monitoring & Accountability

- Lost Chord UK will:
 - Review and update this policy annually to ensure it remains relevant and effective.
 - Monitor diversity within our workforce, volunteers, and beneficiaries to identify areas for improvement.
 - Report on our progress in making Lost Chord UK a truly inclusive organisation.

Listen to feedback from people with dementia, carers, musicians, and the wider community to continuously refine our approach.

Contact Information

For questions, concerns, or feedback about this policy, please contact:

Lost Chord UK

Registered Address: The Wesley Centre, Blyth Road, Maltby, Rotherham S66 8JD

Email: jean@lost-chord.org.uk

Phone: 0300 131 7889

Lost Chord UK believes in the power of music to unite, uplift, and empower people of all backgrounds. This policy reflects our ongoing commitment to ensuring everyone has the opportunity to participate, feel valued, and experience the joy of live music.

(02.01.2025 This policy is updated annually)