

WELLSPRING SETTLEMENT

Equity, Diversity and Inclusion Policy



THE LAW

The Equality Act 2010 sets out the different ways in which it is unlawful to treat someone such as direct or indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person. The Public Sector Equality Duty (the Equality Duty) was created by the Equality Act 2010 in order to harmonise the previous race, disability and gender equality duties and to extend protection to the new protected characteristics listed in the Act. The Equality Duty replaced these duties and it came into force on 5 April 2011.

The duty covers the following protected characteristics:

- age
- disability
- sex
- gender reassignment
- marriage and civil partnership status
- pregnancy and maternity
- race (including colour, nationality, and ethnic or national origins)
- religion or belief; and
- sexual orientation.

It applies in England, Scotland and in Wales. The general equality duty is set out in section 149 of the Equality Act 2010.

Human rights are basic rights and freedoms we all have. The Human Rights Act 1998 provides legal protections for human rights which include the right not to be discriminated against.

SCOPE OF POLICY

This policy and the principles of non-discrimination and equity, diversity and inclusion, apply to all employees and volunteers (we use volunteers throughout this policy to include trustees as well as other volunteers) at Wellspring Settlement. This includes job advertisements, recruitment and selection, training and development, conditions of service, pay and benefits, conduct at work, disciplinary and grievance procedures, and termination.

This policy also applies to how staff and volunteers deal with users of Wellspring Settlement, service users, and anyone else dealt with in the course of business. It also applies to suppliers contracted by Wellspring Settlement and partner organisations we work with.

PURPOSE OF POLICY

Wellspring Settlement is an organisation which celebrates diversity, challenges inequality and fights for equity in all forms. We are committed to challenging discrimination and racism.

We believe that everyone should be able to achieve their full potential but for this to be possible we must take account of the power and privilege that exists in our society, which creates visible and invisible barriers to opportunities and which manifests as systems and structures which hold people back. We are aware that the Third Sector and statutory services/public organisations are not immune from contributing to / exacerbating these barriers. We are committed to the principle that we want everyone to live in a just society, where the causes of inequity have been addressed at a structural level and systemic barriers are removed.

We believe that including, empowering and advocating for those who would otherwise be excluded, disadvantaged or discriminated, through the use of targeted support based on their needs, will result in improvements for all groups. We believe that an organisation made up of diverse people will result in a stronger more resilient organisation.

This policy aims to create an environment in which as an organisation we can demonstrate and fulfil our commitment to the promotion of equity, diversity and inclusion and the elimination of discrimination in all forms including types of discrimination which go beyond the protected characteristics recognised in the Equality Act but which affect many of those connected to our organisation, or using our services and buildings. This includes discrimination based on:

- Immigration status
- Socio-economic disadvantage
- Being a looked after child/care leaver
- Homelessness
- Trade union activity
- Language
- Employment status
- Health status
- Political persuasion

(Throughout this policy when referring to protected characteristics, we take this to include the list of other forms of discrimination set out above).

We recognise that those who experience multiple intersecting characteristics are amongst the most disadvantaged and that this is the case for many of the people using our services.

The policy aims to create an environment in which individual differences and the contributions of all employees and volunteers are recognised, valued and celebrated to ensure compliance with our legal obligations under the Equalities Act 2010 and Human Rights Act 1998 and to fulfil our organisational commitments.

Diversity is about recognising that everyone is different; respecting, valuing and celebrating those differences and realising the benefits to us all of a diverse society and a diverse workforce.

Discrimination is not acceptable. Any form of discrimination may be unlawful. Breaches of Wellspring Settlement's Equity, Diversity and Inclusion Policy involving staff will be treated as a disciplinary matter and dealt with according to our disciplinary procedures. Behaviour not in accordance with our approach to EDI will always be addressed using appropriate arrangements for behaviour management depending on the people involved.

RESPONSIBILITY FOR THIS POLICY

Board of Trustees: This policy has been approved by the Wellspring Settlement Board of Trustees (WSBT). The WSBT has overall responsibility for the effective operation of this policy and for ensuring compliance with discrimination law. The Board receive quarterly EDI data on service users. The Board will receive and discuss an annual EDI report to include a report on: operation of the policy and any recommended changes; progress against action plan; and EDI monitoring.

Management: Day-to-day operational responsibility, including regular review of this policy, has been delegated to the Executive Team (Exec). All managers and coordinators are expected to set an appropriate standard of behaviour, lead by example and ensure that those they manage adhere to the policy and promote our aims and objectives with regard to equal opportunities. Exec are responsible for ensuring that other policies and procedures represent Wellspring Settlement's approach to EDI.

Role of line managers: Line Managers (Managers and Coordinators) have a particular responsibility to:

- Ensure that staff and volunteers are aware of the policy and trained in equity, diversity and inclusion
- Ensure the policy is implemented in the management of staff and volunteers
- Keep themselves up to date with current thinking on equity, diversity and inclusion through training, reading and other professional development
- Encourage staff, volunteers and service users to learn more about equity, diversity and inclusion
- Promote a positive, professional work environment in relation to the policy by challenging behaviour, actions or decisions which breach the policy
- Ensure that equalities impacts have been considered in relation to services being delivered/set up
- Proactively develop partnerships with organisations representing groups of people with protected characteristics and taking positive action in developing their services to ensure no groups are under-represented
- Creating a safe working environment where equity, diversity and inclusion are regularly discussed and staff, volunteers and service users feel safe to address key issues
- Act as a role model for others and develop personal skills in order to handle issues relating to dignity at work
- Effectively manage instances of lack of inclusion that they observe or are reported to them.

Employees and volunteers: All staff and volunteers have a duty to act in accordance with this policy, to treat colleagues, service users and others with dignity at all times, and not to discriminate against or harass other people regardless of their status. We expect those using our buildings and working in partnership to share our values and approach to EDI and to contribute to Wellspring Settlement being a place of welcome and safety. Employees or volunteers who believe they are victims of harassment may report any behaviour in accordance with WS's anti-harassment and anti-bullying policy and procedure (contained in the Staff Handbook). Staff and volunteers are expected to champion our organisational approach to EDI and "call out" inequity, discrimination and harassment.

All staff, volunteers and trustees are expected to be committed to acting as ambassadors for WS in this respect.

To this end, all staff and volunteers are expected to:

- Understand the value and benefit of equity, diversity and inclusion
- Undertake introduction to WS's EDI approach as part of their induction
- Attend relevant WS training courses on EDI
- Familiarise themselves with the Policy
- Promote the inclusion of service users from the widest range of backgrounds in its activities
- Promote good relations between groups with different backgrounds or protected characteristics
- Work in a way which demonstrates commitment to diversity
- Challenge and call out inequity, a lack of diversity or inclusion within WS, or any other "micro-aggressions"
- Be willing to accept challenge when they might display non-inclusive behaviours.

Everyone: Everyone involved with WS is expected to take a role in achieving the aims of this policy; challenging and "calling-out" inequity, discrimination and harassment, and championing best practice.

LANGUAGE

We use "equity" in this policy, other than when referring to the legislation or groups of people connected by protected characteristics. This is because "equality" is often seen as meaning we treat everyone the same, whilst equity acknowledges different barriers to success and works to eliminate those barriers and we want to be clear that this is what we are referring to in this policy.

We understand language can have a de-humanising effect on people. There is language we use as an organisation and as individuals within an organisation that we realise may have this affect.

We recognise that language around EDI issues constantly evolves to reflect new thinking, and as a general principle we will try to use the terms that the groups of people with the protective characteristic themselves advocate and feel best describes their experience.

Definitions and language we currently use in line with these basic principles is set out in Appendix 1.

FORMS OF DISCRIMINATION

Discrimination by or against an employee or volunteer is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs where someone is treated less favourably because of one or more protected characteristic. For example, rejecting a job applicant on the grounds of their race because they would not "fit in" would be direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment or bullying related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment and bullying is dealt with further in our anti-harassment and anti-bullying policy and procedure.

Victimisation is the less favourable treatment of someone compared to their peers because they, in good faith, have complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given evidence in relation to a complaint.

Additional definitions are contained in Appendix 1.

EDI AT WORK AND PROCEDURES FOR STAFF AND VOLUNTEERS

The objectives of this part of the policy are to:

- Ensure that WS has access to the widest labour market and secures the best employees, volunteers and trustees for its needs, and that its workforce reflects the local demography and community;
- Ensure that no applicant or employee receives less favourable treatment, and that, wherever possible, they are given the help they need to attain their full potential to the benefit of the WS and themselves;
- Ensure that reasonable adjustments are made, and barriers reduced, to ensure all staff and volunteers can effectively carry out their role in WS;
- Ensure that positive action is taken wherever possible to diversify the workforce and to encourage the employment of people from the community;
- Ensure that all staff and volunteers have equitable access to training and other professional development opportunities, and take positive action to develop those with protected characteristics who may have faced barriers in the past;
- Achieve an ability-based workforce that is in line with the community served by WS.

RECRUITMENT, SELECTION AND PROMOTION

WS's commitment to equity, diversity and inclusion is embedded in the policies and procedures for recruiting staff, volunteers and trustees. We aim to ensure that no job or volunteering applicant suffers discrimination because of any protected characteristics.

We believe that positive action should begin before the recruitment process and so our policies, procedures and services are designed to ensure that we are taking proactive steps to create improved employment prospects for community members and others with protected characteristics. Our recruitment procedures ensure that individuals are treated on the basis of their relevant merits and abilities. Job selection criteria are regularly reviewed to ensure that they are relevant to and necessary for the job. Short listing of applicants will be done by more than one person. Job advertisements will avoid stereotyping or using wording that may discourage groups with a particular protected characteristic from applying. We take steps to ensure that our vacancies are advertised to a diverse labour market. (See section on positive action below).

Applicants should not be asked about health or disability before a job offer is made. There are limited exceptions which should only be used with Human Resources approval. For example:

- Questions necessary to establish if an applicant can perform an intrinsic part of the job (subject to any reasonable adjustments).
- Questions to establish if an applicant is fit to attend an assessment or any reasonable adjustments that may be needed at interview or assessment.
- Equalities monitoring (which will not form part of the decision-making process).

Applicants will not be asked about past or current pregnancy or future intentions related to pregnancy or about matters concerning age, race, religion or belief, sexual orientation, or gender reassignment.

We are required by law to ensure that all employees are entitled to work in the UK. Assumptions about immigration status should not be made based on appearance or apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The list of acceptable documents is available from the HR and Admin Officer or the UK Border Agency.

Our approach to Volunteer and Trustee Recruitment is to prioritise people who represent the diversity of the local community including people who have experience of being service users.

STAFF TRAINING AND CONDITIONS OF SERVICE

All staff and volunteers will be introduced to Wellspring Settlement's approach to EDI as part of their induction and are expected to familiarise themselves with this policy. Staff training needs will be identified through regular staff appraisals. All staff will be given appropriate access to training to enable them to progress within the organisation.

Our conditions of service, benefits and facilities are reviewed regularly to ensure that they

are available to all staff who have access to them and that there are no unlawful obstacles to accessing them.

TERMINATION OF EMPLOYMENT

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory. We will also ensure that disciplinary procedures and penalties are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

DISABILITY DISCRIMINATION

If a staff member or volunteer is disabled or becomes disabled, we encourage them to tell us about their condition so that we can support them as appropriate.

If a disabled person experiences difficulties at work because of their disability, they may contact their line manager or the HR and Admin Officer to discuss any reasonable adjustments that would help overcome or minimise the difficulty. The line manager or the HR and Admin Officer may wish to consult with the individual and their medical adviser(s) about possible adjustments. The organisation has a duty to make reasonable adjustments to the workplace to overcome barriers experienced by disabled people. If we consider a particular adjustment would not be reasonable, we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where reasonable, we will take steps to improve access for disabled staff and service users.

FIXED-TERM EMPLOYEES

We monitor our use of casual workers (bank staff) and fixed-term employees, and their conditions of service, to ensure that they are being offered appropriate access to benefits, training, and permanent employment opportunities.

PART-TIME WORK

We monitor the conditions of service of part-time employees and their progression to ensure that they are being offered appropriate access to benefits and training opportunities. We will ensure requests to alter working hours are dealt with appropriately under the Flexible Working section of the Employee Handbook.

POSITIVE ACTION - TRAINING, PROMOTION AND CONDITIONS OF SERVICE

In line with our aims as an organisation, we encourage former service users and community members to apply for all relevant roles within WS.

We may make use of lawful exemptions to recruit suitably qualified people to cater for the particular needs of specific groups.

Where possible, support and/or training will be provided to prepare people to compete on genuinely equal terms for jobs and promotion. Actual recruitment to all jobs will be strictly on merit.

Wherever possible, efforts will be made to identify and remove unnecessary/unjustifiable barriers and provide appropriate facilities and conditions of service to meet the particular needs of disadvantaged and/or under-represented groups.

PERSONNEL RECORDS

In order to ensure the effective operation of this policy and WS's recruitment policies (and for no other purpose) a confidential record will be kept of all employees', trustees' and job applicants' protected characteristics in line with GDPR principles.

Where necessary, employees and trustees will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted. Such records will be analysed regularly and appropriate follow-up action taken.

Disposal of personnel records in accordance with our Recruitment Policy and Procedure and Data Protection Act Policy will be in a secure and confidential manner.

DECISION MAKING

Diversity of thought is an important principle that helps us learn from each other and ensure that we are not working in silos or impacted by confirmation bias. We aim to be inclusive in our decision making at an operational level, and strategic/governance level. This involves creating opportunities, where possible for all staff, volunteers and trustees to be heard as part of the decision-making process. We will take active steps to ensure diverse communities can engage with these processes including actively encouraging staff who are former service users/community members/have protected characteristics to take on key assignments, and encouraging trustees to take an active role in committees. All operational and strategic decisions involve EDI impact analysis.

CHALLENGES / COMPLAINTS UNDER THIS POLICY

All staff and volunteers should be treated with dignity and respect at work and trustees, and visitors should also feel they are included and treated respectfully. Behaviour or actions against the spirit and/or the letter of the laws on which this policy is based will be considered serious disciplinary matters.

All individuals should feel able to challenge issues around equity, diversity and inclusion through this policy, informally or using the appropriate grievance or complaints procedure.

Staff are encouraged to use the Protected Disclosure Policy and Procedure to speak out about issues.

Staff, volunteers and trustees can access advice from Bristol Hate Crime and Discrimination Services who can provide support, advice or mediation. Contact: <https://www.bhcads.org.uk> or tel 0800 171 2272

EDI IN RELATION TO SERVICE PROVISION

WS is committed to ensuring equity of opportunity in all the services which it provides to individuals, to community groups or to other organisations.

We believe EDI for service users should begin at the point of service design and we will design services which are non-discriminatory and needs led.

WS aims to ensure access to appropriate services by all service users.

In order to achieve this aim, WS uses guidelines based on the following principles:

- Equal access and communication
- Providing a welcoming environment
- Providing a physically accessible environment
- Use of appropriate language
- Avoiding jargon
- Distributing information about services as widely as possible within the local community
- Holding meetings / events / activities at times and in places which enable people to attend
- Identifying other factors which might limit access to particular groups
- Developing links with other agencies/service providers in order to offer access to a greater diversity of services
- Use of flexible working practices, e.g. rotas, flexible working hours
- Translating materials / information into different languages and addressing other needs around written information e.g. where literacy may be a problem by being innovative about how information is shared e.g. spoken word
- Using the brand guidelines/ style guide doc and also the poster and flyer how-to doc cover fonts, sizes which cover visual accessibility points.
- Ensuring interpreters are available for those who need them
- Ensuring that there are a variety of ways people can engage with us and that the door is open and welcoming to all who need us
- Tackling digital exclusion
- Encouraging feedback from service users about their experiences

We are aware that at times, capacity and/or money can act as a barrier to us making services as accessible as we would like them to be e.g. interpreters, activities being provided at multiple times. We will seek feedback on these issues and seek to build them into future funding bids.

We are aware that many of the people who use our services have experienced trauma. In order to ensure accessibility to those who have experienced trauma we will be trauma informed and ensure that we take into consideration the needs of those who experience trauma in planning our services and spaces.

EMPOWERING SERVICE DESIGN

We believe that providing empowering services is one way of manifesting our approach to EDI. We seek to make our services empowering and to tackle any perception of us

acting as “white saviours”. We plan to directly address a more empowering approach to services in our Strategic Plan and expect this to include:

- A greater focus on skills development and mutual benefit in our volunteer programmes for community members
- Doing things “with” people not “for” people
- A review of what services we offer which are specifically aimed at supporting good long-term outcomes e.g. education

Planning new services must always involve consideration and analysis of impact on EDI

HOW WE RESPOND TO ABUSE AND HARASSMENT OF A SERVICE USER:

- Providing direct support and initiating action where appropriate
- Publicising information about other agencies/services offering advice and support
- Respecting confidentiality

EXPECTATIONS OF SERVICE USERS

WS expects all service users and room hirers to abide by Wellspring Settlement's code of conduct. Any act of discrimination or harassment towards staff service users, volunteers or other users of Wellspring Settlement will not be tolerated and any such behaviour will be raised through the code of conduct which could result in a ban from using the premises or services. Please refer to the Code of Conduct for further information.

EXTERNAL WORK AND COMMS

We commit to promoting our approach to EDI in our external communication.

BREACHES OF THIS POLICY

If a staff member/volunteer believes that they may have been discriminated against or harassed they are encouraged to raise the matter through our Grievance Procedure. If they are uncertain or need advice on how to proceed, they should speak to the HR and Admin Officer.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary Procedure.

Any member of staff who is found to have committed an act of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal. We take a strict approach to serious breaches of this policy.

MONITORING THE EFFECTIVENESS OF THE POLICY AND OUR ACTIONS

We produce quarterly reports for the Board of Trustees which include equalities data. We will produce an annual report which includes a report on progress against our action plan, the operation of the policy, an annual review of data and setting of new objectives for the year ahead. A 6 monthly HR report to the Board of Trustees will regularly report on data from recruitment.

We recognise that statistics don't always tell the full story and so they may be accompanied by reflections/narrative where this helps to tell the full story. We will regularly seek feedback through consultation and review of services including:

- Staff meetings
- Feedback from individuals, community groups and other agencies

To ensure that this policy is operating effectively, and to identify groups that may be underrepresented or disadvantaged in our organisation, we monitor during recruitment the applicants' ethnic group, gender, disability, sexual orientation, religion and age as part of the recruitment procedure. Provision of this information is voluntary and it will not adversely affect an individual's chances of recruitment or any other decision related to their employment. The information is removed from applications before short-listing, and kept in an anonymous format solely for the purposes stated in this policy. Analysing this data helps us take reasonable steps to avoid discrimination and improve equity and diversity.

We also monitor equalities information for volunteers (including trustees), members and some groups of service users (those where registration is required). We do not monitor general visitors to the organisation.

Please refer to the Recruitment Policy and Volunteer Policy for further information.

APPENDIX 1: DEFINITIONS AND LANGUAGE

Associative discrimination:

Associative discrimination is direct discrimination against someone because they associate with another person who has a protected characteristic.

Perceptive discrimination:

Perceptive discrimination is direct discrimination against someone because others think they have a protected characteristic even if they do not possess that characteristic.

Third party harassment:

Third party harassment is potential liability for the harassment of staff by others.

Positive discrimination:

Positive discrimination is treating people with particular protected characteristics more favourably than others. Whilst we recognise that some forms of positive discrimination are unlawful, we will use positive discrimination where allowed and beneficial (e.g. giving more favourable treatment to disabled people through additional services and support).

Positive action:

Positive action is encouraging people from under-represented groups to apply for roles or to access services through specific actions, training etc. We will take positive action to address an under-representation or inequity in outcomes for staff, volunteers, trustees or people who use our services.

Reasonable adjustments:

Reasonable adjustments involves making changes to information or the physical environment to make it more accessible to disabled people. We will make reasonable adjustments to meet the individual needs and remove barriers for any disabled staff, volunteers, trustees or people who use our services. However, we also recognise that under the Equality Act this is an 'anticipatory duty', so we will plan to make all of our events and services as accessible as possible.

Protected Characteristics:

Protected characteristics are defined by the Equalities Action 2010 as:

- age
- Disability
- gender reassignment
- marriage and civil partnership
- sex
- pregnancy and maternity
- Race or ethnicity
- sexual orientation
- religion and belief

Micro-aggressions:

Micro-aggressions are the everyday slights, indignities, 'put downs' and insults that people with protected characteristics or those who are marginalized experiences in their day-to-day interactions with people.

White privilege:

White privilege is the societal privilege that benefits white people over everyone else.

White saviour:

The phrase "white saviour" refers to a white person who act to help people of other ethnic groups, in a context which can be perceived as self-serving or disempowering.

Disabled people:

We use "Disabled people" rather than 'people with a disability' in line with the social model of Disability which recognises that people are Disabled by barriers in society, not by their **impairment or difference**.

Allies for Social Justice:

Allies for social justice are people who are not from a particular group of people with protective characteristics themselves , but work alongside them in their campaigns for social justice e.g. men supporting women's equity, non-disabled people fighting for disability rights.

Social Constructs:

A social construct is something that exists not in objective reality, but as a result of human interaction. We consider a number of terms used regularly in society and which are relevant to this policy to be social constructs and will use a capital letter to denote them as such. This includes: Disabled, Black, Race.

LGBTQ+:

We use LGBTQ+ as a term to describe people who do not identify as heterosexual, cis-gender. We use the "+" to ensure that no-one feels excluded if they choose to use a different term to describe their sexual orientation or gender identity.

People who experience racism/Global majority:

We are uncomfortable with the way in which BAME (Black, Asian and Minority Ethnic) is used in society as a way of lumping communities together, or not bothering to find out an individual's ethnicity. The term does not acknowledge the specific impact of racism as it includes white people form minority ethnic groups. We also recognise that there is an increasing number of people who are rejecting this term. The challenge we face, is that there is a debate in the UK amongst the groups concerned as to which should be the recognised term. We know that some use "People of Colour" (a term commonly used in the USA) or "Black People" as a positive reclaiming statement , whilst others do not feel these terms are inclusive enough. "Non-white", used by some, is also considered offensive as it is "othering". More recently in the UK, the terms 'Global Majority', 'Black and Minoritised communities' or 'Black and racialised communities' are used by the groups concerned.

Our approach is therefore as follows:

- If we are talking about a service user, we don't usually use their ethnicity but in any event we will ask them how they want to be described.
- If we are trying to describe people as a group and need to define them by reference to their ethnic group, we will use terms that the groups themselves have chosen or if needing to describe different ethnic groups collectively we will use: 'Global Majority', 'Black and Minoritised communities' or 'Black and racialised communities'.

Equity, Diversity and Inclusion Action Plan 2023-24

Specific actions we will take in the next year:

Objective	Action	Owner	Date
Strategy	Ensure staff/Board away day includes session on EDI	Beth	Nov 2023
	Ensure EDI is considered as part of strategy refresh and Theory of Change development	Beth	Dec 2023
Recruitment, selection and promotion	Review of recruitment policy and procedures (review whether draft "Interview Ethics Policy" should be incorporated)	Sally J	Dec 2023
	Review of induction policy and procedures	Sally	Nov 2023
	Review of "general duties" in job descriptions to include consideration of what it should say about EDI	Sally	Mar 2024
	Use UWE research project to inform EDI work and exploration of recruitment to values approach	Beth	Nov 2023
External comms	Create a calendar of events/activities/celebrations through the year we could be promoting on social media e.g. Black History month, International Women's Day, Eid, Easter e.g. edi-calendar-2023.pdf (ecb.co.uk)	Haylee	Dec 2023
	Use community conversations to talk to the community about EDI and what they want from WS	CEW / Beth	Nov 2023
EDI working group	Form staff working group	Beth	Nov 2023
	Working group to carry out an audit and roadmap for change	Beth	March 2024

Staff and Board views	Ensure staff/Board away day includes session on EDI	Beth	Nov 2023
	Ensure EDI questions are included in staff survey		Mar 2024
Buildings	Improved approach to prayer space	Paul	Nov 2023
Data and reporting	Continue to engage with Voscur project. Use Voscur data to identify further actions	Beth	Nov 2023
	Quarterly reporting to board – continue to improve amount of equalities data provided	Beth / Service Managers	End 23/24
	Annual report to board – explore whether we can add in recruitment / vols / trustees etc data	Beth	May 2024
Services	Review approach to Equalities Impact Assessments with Service Managers and whether they are a useful tool	Beth / Anya / Service Managers	Jan 2024

A journey:

We recognise that creating a just society will not happen overnight and that this is a journey and a process and as such we believe it is important to create regular opportunities for staff, volunteers, service users and trustees to reflect on progress and next steps.

Our ongoing approach:

- Establish a broad base for consultation amongst staff, service users, volunteers, trustees and those external to the organisation to identify priorities and needs in developing anti-racist and anti-discriminatory policies, strategies and practice.
- Regularly monitor and review the composition of trustees, staff, volunteers, service usership and service users with an aim to encourage broad base representation, and take positive action to address the under-representation of any groups.
- Promote awareness of equity, diversity and inclusion issues amongst staff, volunteers and service users, and encourage them to operate within our EDI approach and to challenge stereotyping and oppression. Always challenge racism and other oppression where we find it, and particularly where it impacts on our staff, volunteers or service users

- Create a safe environment where discussing equity, diversity and inclusion, and constantly evaluating our practice from emerging learning is the norm.
- Seek out opportunities to create partnerships with equality groups (e.g. groups set up to support minority groups and/or people with protected characteristics) to improve our services for service users, to learn or to develop targeted initiatives.
- Work hard to foster good relations between groups from different backgrounds and protected characteristics, which is a requirement for statutory organisations in the Equality Act.
- Aim to protect our service users and others within the organisation from hate crime, stereotyping and intimidation and support people to challenge this if experienced. We will consider the way that we portray the organisation in all public documents, language and images used, to ensure we represent and celebrate diversity
- Promote inclusion in all aspects of our work to ensure that all service users, staff, volunteers and trustees from all backgrounds and abilities feel they have a role and a voice in the organisation.
- Design our services and activities with inclusion at the heart so that we plan and budget to make sure barriers to participation are reduced (e.g. through access to interpreters, BSL, information in accessible formats)
- As part of our process of policy update and review, ensure all policies are considered in light of this policy to ensure that they support and enable our approach to EDI.
- Ensure that there are performance measures in place so that we can monitor and scrutinise our progress.

We will work towards having all of the following in place:

- Clarity about WS aims and objectives, what services can be offered by whom, and what the boundaries are
- Management structures are responsive and accessible
- Offering a variety of ways of being genuinely involved in WS work, e.g. surveys, working groups, consultation meetings, residents' meetings, training and skills sharing
- Enabling staff to respond positively to change and new developments through support and training
- Working closely with other agencies in order to keep in touch with and to contribute to new developments in working practice and policy
- Ensuring staff and volunteers and trustees have access to appropriate training to enable them to put the policy into practice
- Regularly address the issue of EDI with service users through community activities