

INSPIRED SUPPORT

Equality, Diversity and Inclusion Policy (Customers)



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Effective from:	September 2022	Review date:	September 2025
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Inspired Support's Autism Consultant and Deputy Safeguarding Lead receives email updates from Skills for Care, 39 Essex Chambers and the Social Care Institute for Excellence and will update this policy as needed prior to the review date.

Policy Statement

We are proud of the social and cultural diversity of our community and see it as a strength that inspires innovation and creativity. We are committed to being a place where learning and working exists in an environment that advances equality of opportunity, celebrates diversity and allows everyone to achieve their fullest potential. We are committed to promoting and advancing equality of opportunity as an important part of our mission, vision and values. This extends to taking a pro-active approach to seeking opportunities supporting our Equality and Diversity ethos. We welcome customers from all backgrounds and value and actively celebrate the benefits that diversity and difference bring to our society. We raise awareness of equality and human rights, promote diversity and combat all forms of inequality, disadvantage, prejudice, unfair discrimination, harassment and mistreatment within our service. We believe that all forms of prejudice and unfair discrimination are unacceptable and we are committed to creating a safe environment for all customers.

Policy Aims

- To prevent discrimination.
- To promote equality of opportunity.
- To promote good relations between people.

Rights and Responsibilities

This policy has direct implications for all our other policies. We believe that delivering Equality and Diversity is one crucial strand of our approach to overall quality improvement and we place it at the very heart of everything we do. Anyone who comes into contact with our service, external or internal customers, will benefit from this policy. All members of our service are subject to this policy. The policy is also binding on our external contractors, workers and other partners that we collaborate with. The policy applies to all sites and premises used by the service. The director will take the lead in ensuring it is implemented.

As part of our commitment to advancing equality, Inspired Support will endeavour follow best practice in all equality areas and work to:

- Remove or minimise disadvantage experienced by people due to their protected characteristics.
- Take measures to fulfil the needs of individuals from protected groups where these are different from the needs of other people.
- Support and encourage individuals with protected characteristics to participate in the community of the organisation, especially where participation is disproportionately lower.
- Promote equality and diversity and ensure fairness and equality in everything we do.
- Celebrate what we have in common and capitalise on our diversity.
- Recognise and take account of people's differences.
- Eliminate unlawful discrimination

Director/Senior Managers Responsibility

To ensure that:

- All their workers are aware of the policy and the arrangements, and the reasons for the policy.
- Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible.
- Proper records are maintained.

Workers Responsibility

Responsibility for ensuring that there is no unlawful discrimination rests with all workers and this is crucial to the successful operation of fair practices within Inspired Support.

Creating this environment of respect and dignity requires all workers to fully observe and comply with the principles detailed in the policy. All workers should intervene should they become aware of behaviour that does not comply with the principles detailed in the policy and inform the Director/Senior Manager accordingly.

All workers have a responsibility to all the individuals who use our services to ensure that as far as possible they experience an environment free from discrimination and in which everyone is treated with dignity and respect.

The Equality and Diversity policy is reviewed and approved by the director every three years, or earlier if required.

Meeting legal duties

Protected Characteristics and Changes in Law

Under the Equality Act 2010 the headings of age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnership, and pregnancy and maternity are now to be known as 'protected characteristics'.

Some new definitions of unlawful treatment were introduced by the Equality Act 2010, especially in relation to associative discrimination, perceptive discrimination, third party harassment and victimisation.

Quality of provision

- All resources and materials used to aid learning, development and understanding will ensure that they reflect and promote Equality and Diversity where appropriate.
- Inspired Support will take systematic steps to ensure that customers have access to all opportunities irrespective of protected characteristic.
- Assessment processes will be used to personalise support for customers and will have access to a personalised programme tailored to meet their individual assessed needs and specified outcomes.
- Inspired Support will, through a culture of inclusivity, ensure an environment in which people feel able and confident to disclose and to see disclosure as the right course of action. Inspired Support will always provide reasonable adjustments in response to disclosure and will never disadvantage a customer on the basis of such needs.

Complaints

Inspired Support has a number of ways in which customers can raise concerns in relation to this policy, e.g., Anti-Bullying and Harassment Policy, complaints procedure, or through mentors and other workers (see complaints procedure for further information).