

Equality Impact Assessment 2023-2024

Last Reviewed: July 2023 (by: CEO, DCEO, and Outreach Manager)

Next Review due: August 2024



Aim	Supportive measure in place	Additional action required
<p>Reduce barriers caused by cultural, religious and language barriers.</p>	<p>Staff members are multilingual and there is a budget to provide Interpreters when required. There is an agreement in place with the interpreter service to ensure cultural competency.</p> <p>Accessibility tool and Google translate built into website.</p> <p>Written material produced in line with Plain English recommendations.</p> <p>Outreach team raise awareness within marginalised communities and attend community religious events and festivals.</p> <p>Conscious reflection of diversity e.g. purchasing resources that reflect population diversity.</p> <p>Mandatory training and development for the workforce around a range of equality, diversity, and inclusion issues – as part of induction plus ongoing development.</p> <p>HR data shows workforce is diverse and reflects the local demographics.</p> <p>Board recruitment encourages applications from minoritised women.</p> <p>'All Faiths and Cultures' page on website.</p>	<p>Working with the OPCC to develop easy read information and training for interpreters.</p>

Aim	Supportive measure in place	Additional action required
<p>Improve accessibility for service users with disabilities.</p>	<p>DDA compliant building (wheelchair accessible premises, lift, ramps, dedicated parking).</p> <p>Accessibility checks to ensure good access to external buildings and venues.</p> <p>Easy read victims code.</p> <p>Personal Emergency Evacuation Plan (PEEP) completed for those who would find it difficult to leave premises quickly in an emergency.</p> <p>Invisible disabilities (e.g. D/deafness, autism) routinely identified at point of referral and checked during assessment.</p> <p>Online counselling rooms.</p> <p>Partnership work with external disability specialists to improve/enhance our offer.</p> <p>Play therapy resources reflect disability.</p> <p>Proactive in making links with new disability charities and agencies.</p> <p>Accessible tools section built into website.</p> <p>Information about disabilities shared with staff team, recent examples include working with d/Deaf people and neurodivergence.</p> <p>Specialist invited to speak at team meetings.</p>	<p>Carry out research and needs assessment which can be used to support a funding bid for an outreach disability worker.</p> <p>Disability Awareness training/talks for staff.</p>
<p>Ensure services are available for service users with mental health issues.</p>	<p>Trauma informed response embedded into all services and member of the West Midlands Trauma Informed Coalition.</p> <p>Mental health issues identified during referral process and assessments with appropriate signposting and referrals made to additional services.</p> <p>Joint working with health professionals.</p>	<p>Continue to advocate with health teams e.g. IAPT, CAMHS to improve referrals into mental health teams.</p>

Aim	Supportive measure in place	Additional action required
<p>Ensure services are accessible for young service users.</p>	<p>Youth Participation Advisory Group (YPAG) who provide advice and are involved in co-production of services.</p> <p>Pre-therapy support programme in place (currently only for young women and girls).</p> <p>Specialist children and young people counsellors and bespoke play therapy rooms.</p> <p>Specialist training for workers supporting children and young people.</p> <p>Dedicated CYP prevention worker and project working in schools and with youth groups.</p> <p>Posters developed and displayed in schools about services.</p>	<p>Continue to develop resources and activities for the new pre-therapy programme.</p>
<p>Ensure our centre is welcoming and accessed by people from the LGBTQI+ community.</p>	<p>Dedicated page and email address on website for LGBTQI+.</p> <p>Monitoring confirms people from the LGBTQI+ community are accessing and engaging in services.</p> <p>Mandatory training and development for the workforce around a range of equality, diversity, and inclusion issues – as part of induction plus ongoing development.</p> <p>Partnership with LGBTQI+ groups and initiatives including Pride website.</p>	
<p>Ensure our centre welcoming and accessed by people from the Trans community.</p>	<p>Services are offered to all -regardless of gender.</p> <p>Clarity on website that services available to all including transgender clients.</p> <p>Trans and other gendered clients accessing services.</p> <p>Discussion around Trans Inclusion and Gender Critical views encouraged and explored, and facilitated when appropriate – across all levels and including the Board.</p>	<p>Further Board discussions planned.</p>

Aim	Supportive measure in place	Additional action required
Ensure services are accessible and applicable to women service users and gendered nature of sexual violence remains prominent.	Retention of women only safe spaces. Dedicated literature and website page. Women only groups (in-line with exceptions within the Equality Act). Active engagement with relevant boards and forums. Staff training and discussion on gender-based violence.	
Ensure services are accessible and applicable to male service users	Counselling rooms decorated in gender neutral style. Male inclusion in Social Media eg prevalence statistics. Website home page we support 'Men' option. Networking with male groups. Male pre-therapy groups started.	Increase number of referrals for boys aged 5 to 17
Pregnancy & Maternity	Online session available – to support with childcare/mobility issues. Pregnancy/dependants identified as part of referral and initial assessment. Family friendly waiting room. HR dedicated maternity section and flexible working.	