

Reach Support Services Equality, Diversity & Inclusion Policy

1. Policy Statement

Reach Support Services LTD is committed to promoting equality, diversity, and inclusion in everything we do. We believe that everyone has the right to be treated with dignity and respect, and we actively seek to create an environment where individuals feel safe, valued, and supported regardless of their background or identity.

2. Purpose

The purpose of this policy is to: ensure compliance with the Equality Act 2010 and all other relevant legislation. Promote a culture of inclusivity for staff, service users, and all stakeholders. Prevent discrimination, harassment, victimisation, and unfair treatment. Embed fairness and equity in recruitment, service delivery, and workplace culture.

3. Scope

This policy applies to: all employees; volunteers; contractors; agency staff; all service users; families; carers; visitors. All activities and services delivered or commissioned by Reach Support Services.

4. Our Commitments

4.1 Equality

We ensure that all individuals are treated fairly and consistently, with decisions made based on merit and need - not bias or assumption.

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4.2 Diversity

We recognise and value differences in people, including (but not limited to): age; disability; gender; identity or expression; marital or civil partnership status; pregnancy or maternity; race; ethnicity or nationality; religion or belief; sex; sexual orientation; socio-economic background; neurodiversity; mental health.

4.3 Inclusion

We strive to create an environment where everyone: feels welcomed; respected; empowered to contribute. Can access services and support free from barriers, encouraged to express themselves without fear of discrimination.

5. Implementation

5.1 Leadership and Accountability

Leaders are responsible for ensuring this policy is implemented and reviewed. All managers are expected to actively promote EDI and challenge inequality in their teams.

5.2 Staff Responsibilities

All staff must treat others with respect and dignity at all times. Staff are required to report any incidents of discrimination, bullying, or exclusion - whether experienced or witnessed.

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5.3 Recruitment and Employment

All recruitment, selection, promotion, and training decisions are made based on objective criteria. We strive to remove unconscious bias from hiring practices and encourage applicants from underrepresented groups.

5.4 Service Delivery

We tailor services to meet the diverse needs of our service users. Support plans reflect individual preferences, cultural backgrounds, and communication needs. We will provide language or accessibility support as needed (e.g., interpreters, large print, accessible formats).

6. Reporting and Complaints

Anyone who feels they have been treated unfairly or discriminated against can raise their concern through our Complaints Policy. All reports will be taken seriously, investigated promptly, and resolved fairly. Victimisation of anyone making a complaint will not be tolerated.

7. Monitoring and Review

We monitor EDI data (e.g., workforce demographics, service accessibility) to identify trends and areas for improvement. This policy is reviewed annually or sooner if there are changes to legislation or best practice.

Last reviewed: May 2025

Next review due: May 2026

Approved by: Jamie Tugby

Signature: