**Equality, Diversity and Inclusion Strategy 2023**

At SAIL we are committed to respecting the rights and dignity of everyone. We acknowledge that we are all unique and we value difference within our staff, volunteers and clients. We strive to encourage equality, diversity and inclusion in every aspect of our work, while acknowledging that there are areas for improvement.

Our goal is for each client, volunteer or member of staff to feel welcome, comfortable and able to offer feedback or raise concerns in a safe, respectful environment.

**Equality** – We take seriously our responsibility to treat every person fairly and without discrimination.

**Diversity** – We appreciate and value difference, considering the unique traits that each person brings.

**Inclusion** – We aim to create an environment where everyone feels welcome and valued.

**Purpose of this Strategy**

The intention of this document is to use data we have gathered from Equal Opportunities Monitoring Forms and feedback to assess areas for improvement. It will outline the steps we will take to remove barriers to our services for members of the community who are currently under-represented. This strategy helps ensure that our values are reflected in all areas of our work.

**Analysis of Data**

Data on who accesses our services is collected and recorded to aid us in understanding the demographic of who we are reaching.

In broad terms, the data shows that we have fewer clients aged over 60. We have fewer male than female clients and transgender/non-binary clients are under-represented. This is also true of gay and lesbian clients. Most of our clients are White British. Some of these statistics are in line with the demographic of the areas we serve, but we are not complacent about reaching communities that are currently not accessing our services.

Data is also gained from clients’ or counsellors’ requests or feedback, for example a counsellor asked if it would be possible to have some diversity training so that we are a more culturally competent organisation and we have had requests for counselling in community languages.

**Strategic Goals**

Our strategic goals help us to address the specific areas that we have identified that require change. Rather than seeing it as a checklist, our aim is to reflect, learn and change as an ongoing process. Target dates are given to help us to focus on what we are aiming for. The goals are categorised as short, medium or long-term.

**Our Goals**

**Short-Term**

* **To have a greater understanding of who is accessing our services.**

*What we will do:*

* Have more specific and inclusive categories in the Equal Opportunities Monitoring Form so that we have more meaningful data, and the form is more representative.

Target Date: June 2023 Completed: 21.06.23

* Evaluate feedback in the light of clients’ or counsellors’ identity to highlight any accessibility issues and inform future developments.

Target Date: September 2023 Completed:

* **To ensure that staff and volunteers are developing their skills in the area of EDI.**

*What we will do:*

* Arrange CPD about EDI, to which all counsellors will be invited.

Target Date: June 2023 Completed: 17.07.23

* Signpost staff and volunteers to relevant CPD

Target Date: Ongoing Completed:

**Medium Term**

* **To enable clients whose first language is not English to access our services**

*What we will do:*

* Research into the use of interpreters including best practice, cost, local providers
* Write a policy on working with interpreters
* Research the possibility of translating publicity into common community languages.

Target Date: November 2023 Completed

* **To further progress in making our service friendly and accessible to the LGBT+ community**

*What we will do:*

* Complete accreditation with LGBT+ Derbyshire
* Offer CPD on working with clients who identify as LGBT+
* Have the Rainbow symbol clearly visible in the building, on our website, literature and letterheads.

Target Date: July 2023 Completed

**Long-Term**

* **To develop a strategy to encourage greater engagement with hard to reach and under-represented groups**

*What we will do*

* Using data we have gathered, we will research possible reasons for identified groups being under-represented in our service, both as volunteers and members of staff or clients.
* Work alongside other organisations to share experience and learning in engaging with these groups.
* Draw up a strategy of achievable goals that will raise our profile and trustworthiness amongst currently under-represented communities.
* Analyse feedback and monitoring data to identify how successful the strategy has been.

Target Date: March 2025 Completed

**Responsibility**

At SAIL we expect every member of staff and volunteer to behave in an ethical, professional, respectful and courteous way towards each other, clients and other members of the public they may encounter as part of their activities with SAIL.

Particular responsibility for the overall direction towards improvement in this area lies with the Director and the Board of Trustees. The Equality, Diversity and Inclusion strategy will be reviewed annually by the Director and Board of Trustees.

Date of Review: March 2024