



EQUALITY, DIVERSITY AND INCLUSION POLICY & PROCEDURE

Policy Statement

Crosspoint is committed to equal opportunities for both clients and volunteers, acknowledging that prejudice and discrimination can occur in any setting and some people are more at risk than others.

It aims to ensure that everyone in contact with the organisation and its services, whether as a trustee, volunteer or client, is treated with respect and dignity. The Trustees aim to create the sort of environment where individuals, regardless of their background or vulnerabilities, can feel welcome, comfortable and safe, and ultimately thrive.

For clients:

- providing an inclusive service to the local community by ensuring that all its procedures and practices are non-discriminatory on the grounds of sex, physical or mental capability, race, marital status, age, sexual orientation, or religion.

For current or potential volunteers:

- equal opportunities for all current and potential volunteers thus ensuring that the organisation acts fairly and prevents discrimination. The organisation recognises the great benefits in having a diverse group of volunteers with different backgrounds, solely recruited on their ability to fulfil to the requirements of the volunteer role.

This policy will cover all current legislation relating to equal opportunities.

All volunteers will be expected to respect and act in accordance with this policy in their work within Crosspoint.

Procedure

Ensuring equal opportunities for clients

The Trustees will ensure:

- they understand their responsibilities in respect of equality

Crosspoint: Equality, Diversity and Inclusion Policy & Procedure
Issue date: February 2022
Review date: February 2025

- ensure that all volunteers and counsellors know how to recognise and raise an issue about equality, diversity and inclusion and are aware of this policy and other supporting policies (e.g. complaints, grievances).

Crosspoint (Westbury) will provide services that are fully accessible to the general public as far as is reasonable, taking into account the limitations of the building (e.g. toilet facilities) and making reasonable adjustments as required.

It is committed to delivering services that are accessible to all, by advertising opening times of sessions, and being open to clients either through an appointments system or as a drop in facility, via advertising on its website and in the local newspaper through publicity articles.

Crosspoint will ensure that complaints or comments regarding its policies or the way they are implemented (whether made by volunteers or clients) will be investigated properly, with appropriate action being taken as a result (see Complaints Procedure and Grievance Procedure).

Ensuring equality of opportunity for volunteers

All volunteers:

- will be provided with inductions and in-house training opportunities regardless of sex, physical or mental capability, race, marital status, age, sexual orientation or religion.
- will be encouraged to discuss any personal development aspirations with a Trustee.

Crosspoint will put in place any reasonable measures and/or adjustments within the Welcome Centre for those volunteers who become disabled during their volunteering experience with Crosspoint or for disabled volunteers.

For volunteers, complaints of discrimination should be pursued through Crosspoint's Grievance Procedure.

This policy will be communicated to all volunteers working within Crosspoint and all volunteers will have the opportunity for training to support this policy.

Overall responsibility for this policy and procedure and its implementation rests with the Chair of the Board of Trustees.