

Equality Impact Assessment 2025

Last Reviewed: March 2025 by Natalie Thompson (CEO) & Sharon Dodd (Counselling Team Leader)

Next Review due: March 2026



Aim	Supportive measure in place	Additional action required
<p>Reduce barriers caused by cultural, religious and language barriers.</p>	<p>Anti-racism statement on website.</p> <p>Anti-Racism policy.</p> <p>Some staff members are multilingual.</p> <p>Supportive HR practice and flexibility for cultural celebrations.</p> <p>There is a budget to provide interpreters for clients when required.</p> <p>There is an agreement in place with the interpreter service to ensure cultural competency.</p> <p>Google translate is built into website.</p> <p>Written material produced in line with Plain English recommendations.</p> <p>Conscious reflection of diversity e.g. purchasing sand tray figurines and 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. E.g. Summer Development Day 2024 exploratory workshop and March Staff meeting March 2025 policy implementation.</p> <p>HR data shows workforce is diverse and reflects the local demographics.</p> <p>Client data show engagement in line with local population demographics.</p> <p>Recruitment encourages applications from minoritised women.</p> <p>'All Faiths and Cultures' page on website.</p>	<p>Continue to advertise Trustee posts encouraging women from diverse backgrounds.</p> <p>Continue the development diversity calendar to recognise and celebrate various cultural and religious events throughout the year.</p>

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	Support placement counsellors with diversity studies.	
Improve accessibility for service users with disabilities.	<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>Information about disabilities shared with staff team, recent examples include working with d/Deaf people and neurodivergence.</p> <p>Specialists invited to speak at team meetings.</p>	Carry out research and needs assessment which can be used to support a funding bid for an outreach disability worker.
Neurodiversity	Training on neurodiversity and attachment within trauma training delivered to all frontline staff.	<p>Continue to be curious about the intersection of trauma and neurodiversity and develop our practice to meet diverse needs.</p> <p>Link with neurodiversity agencies.</p>
Ensure services are available for service users with mental health issues.	<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>	Continue to advocate with health teams e.g. Talking Therapies, CAMHS, to improve referrals and joint working into mental health teams.

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	Joint working with health professionals.	
Ensure services are accessible for young service users.	<p>Specialist children and young people counsellors and bespoke play therapy rooms.</p> <p>Paperwork and documentation designed with young people in mind and separate documents created as and when necessary.</p> <p>Specialist training for workers supporting children and young people.</p> <p>Posters developed and displayed in schools about services.</p>	Review and set-up new advisory group to support coproduction.
Ensure our centre is welcoming and accessed by people from the LGBTQI+ community.	<p>Dedicated page and email address on website for LGBTQI+.</p> <p>Monitoring confirms people from the LGBTQI+ community are accessing and benefiting from 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>	
Ensure our centre welcoming and accessed by people from the Trans community.	<p>Services are offered to all - regardless of gender.</p> <p>Women only spaces statement on website to clarify how our services meet the needs of the trans community.</p> <p>Clarity on website that services available to all including transgender clients.</p> <p>Clients identifying as trans and other genders are 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>	Continue to monitor political changes.
Ensure services are accessible and applicable to women service users	<p>Retention of women only safe spaces based on sex and gender.</p> <p>Dedicated literature and website page.</p>	

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and gendered nature of sexual violence remains prominent.	<p>Women only groups (in-line with exceptions within the Equality Act).</p> <p>Active engagement with relevant boards and forums.</p> <p>Staff training and discussion on gender-based violence.</p>	
Ensure services are accessible and applicable to male service users	<p>Counselling rooms decorated in gender neutral style.</p> <p>Male inclusion in Social Media eg prevalence statistics.</p> <p>Website home page we support 'Men' option.</p> <p>Networking with male groups.</p> <p>Male therapy groups.</p> <p>Target agreed with key commissioner to increase referrals for boys (5-12)</p>	
Pregnancy & Maternity	<p>Online session available – to support with childcare/mobility issues.</p> <p>Pregnancy/dependants identified as part of referral and initial assessment.</p> <p>Family friendly waiting room.</p> <p>HR dedicated maternity section and flexible working.</p> <p>Joint working with midwives and other maternity health workers. Trauma informed support plans are put in place.</p>	