|  |  |  |
| --- | --- | --- |
| Title: | Client Inclusion Policy | \\SERVER-EX\Workarea\Pentreath\Marketing\Logos Pentreath\NEW LOGO\Pentreath logos for A4 documents\A4_Pentreath logo with white background.jpg |
| Pages: | 4 |
| Issue Date: | 27/09/2017 |
| Author: | Human Resources |
| Version | 2 |
| Review Date: | December 2018 |

### Client Inclusion Policy

Pentreath Ltd is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

This Policy aims to promote fair and non-discriminatory practices within Pentreath and to encourage full contribution from its diverse community. Pentreath is committed to actively opposing all forms of discrimination as detailed in our Equality & Diversity policy.

Pentreath also aims to provide a service that does not discriminate against its clients in the means by which they can access the services provided by Pentreath. Pentreath believes that all employees, volunteers and clients are entitled to be treated with respect and dignity.

This policy should be read in conjunction with the Equality and Diversity Policy of which it forms part.

**Introduction**

Pentreath Ltd is committed to equality of opportunity in all aspects of our work and values the rich social and cultural diversity of our communities. We understand that the people who use our services have diverse characteristics, different experiences, needs and aspirations.

One of our key values, underpinning our work, is to include the whole community, treating people with fairness and offering equal consideration by valuing the different contributions they make.

We recognise that people face exclusion, discrimination and harassment as a result of any one or more aspects or perceived aspects of their identity (or by association with people with different characteristics). We therefore strive to understand and eliminate situations that cause discrimination, harassment and exclusion.

Many people come to us because they have experienced discrimination and disadvantage in the employment market. It is our aim to reduce some of those disadvantages by making our practices and services responsive to community and individual needs.

In providing services, employment, governance and procurement, we will actively promote equality and inclusiveness for all of our clients and staff. We will challenge discrimination and exclusion at all times.

We will make sure that our services, workforce and board of trustees reflect the diversity of our local communities and that all of those with whom we work are aware of our commitment and values in relation to equality and diversity.

We will:

* Seek to eliminate barriers to service delivery and employment and ensure that our clients and staff feel that they have been fairly treated.
* Develop and deliver plans of action to help people achieve their full potential in integrated and cohesive communities, promoting good relations within communities.

Promoting equality and inclusiveness is core to our business. It is, therefore, the responsibility of all of our trustees, senior managers, staff, volunteers and contractors working on our behalf to adhere to and implement this policy.

**Legal Obligations and regulatory requirements**

To prevent, reduce and stop all forms of unlawful discrimination in line with the Equality Act 2010.

**Our commitment through governance**

The senior managers and trustees will visibly demonstrate their leadership in promoting an organisational culture which values equality and diversity by:

* Embedding Equality and Diversity in all sub group meetings held and all actions arising are completed in full and in a timely manner.
* Monitoring performance in the delivery of this policy and completing an annual review of the Equality and Diversity Policies.
* Regular review of key policies and strategies, including equality impact assessments, to ensure that Pentreath does not directly or indirectly discriminate against groups of people.
* Seeking to reflect the diversity of our communities in the composition of the Board of Trustees. All Board members will receive regular training on equality issues.

**Our commitment as a service provider**

**Knowing our communities**

In order that we can develop services and facilities that are accessible, relevant and of use, now and in the future, to the individuals within the communities in which we work, we will gather information from our clients, staff, volunteers and partners on:

* The composition of local populations and research on local client need.
* The composition of our client population, Board and staff.
* Individual needs

We will use equality and diversity data to measure take-up of service and satisfaction.

We will ask questions regarding age, gender, transgender, ethnicity, religion and belief, maternity and pregnancy, disability, sexual orientation and disability, offering the option not to answer the question if the individual does not wish to release that information.

We will raise awareness about why we ask all of these questions and what we do with the information.

**Raising awareness of our services within our communities**

Key objectives of our marketing strategy will be to:

* Raise awareness of our services in local communities, particularly those where we have identified an under-representation in take-up of our services
* Project positive images of diversity
* Raise awareness of our approach to equality, diversity and inclusion.

We will actively work to establish close relationships with people from disadvantaged and minority groups to help us identify their needs and ensure that they benefit from our work.

**Serving individual needs**

We are committed to providing excellent customer care to all of our clients.

In designing our services and training our staff, we will be mindful of recognizing individual needs and, whilst also considering value for money, ensure that we are adaptable in meeting those needs and removing barriers which may exclude people. We will endeavor to offer choices to clients in the services we offer and the way we deliver them.

This will include providing clear information in ways that are accessible and meet a diverse range of needs.

**Influencing our services**

We will actively consult our clients about what services they need and how accessible and relevant our services are. In the way we consult and involve clients, we will strive to give every client an equal opportunity to express their views and influence decision-making. This will include taking active steps to encourage engagement from under-represented groups by offering a wide range of opportunities and practical support to people to enable them to participate.

We will actively seek out opportunities to work with specialist organisations, who deal with ‘disadvantaged’ groups, where, by doing so, we can:

* Obtain feedback and good practice to improve our approach
* Offer additional services to meet specific needs
* Influence local strategies to address unmet needs in our communities
* Gain access to funding or resources which will benefit our communities.

**Responsibilities for implementation**

All staff have responsibility to implement this policy. We will ensure that staff understand that they can be held personally liable as well as, or instead of, the organisation, for any acts of unlawful discrimination or harassment.

**Tackling discrimination and harassment**

We will challenge and address discriminatory behaviour or acts of harassment by or towards clients, staff, volunteers, Board members or contractors. If such behaviour is encountered, we will take appropriate action which may include dismissal, termination of service or removal from our contractor list in line with our Equality and Diversity statement.

**Communicating this policy**

All staff, volunteers and trustees will receive a copy of this policy. It will be available on the company server. This policy will be made available to clients and the general public via our website. Equality and Diversity training will be given to all staff and volunteers where this will also be disseminated and discussed.

**Review**

This policy will be reviewed as required by changes in legislation or regulation. It will also be considered at the annual review of all Equality & Diversity Policies to ensure that it captures good practice.