

## **Anti Discriminatory Practice Policy**

North Staffs Mind believes all people have the right to be treated fairly and with respect and is committed to taking positive action to fight unlawful discrimination in every aspect of its work.

Fundamental to this is the commitment to ensure equality of opportunity both in the provision of services and as an employer.

Equal opportunities does not mean treating everybody the same – it means recognising people's differences and adapting the way we work in order to ensure that everyone is provided with a fair and equal chance.

### Service users and access to services

We aim to ensure that no applicant for our services receives less favourable treatment on the grounds of age, gender, belief, religion, culture or ethnic origin, race, nationality, disability, sexual orientation, marital status or occupational/economic status.

There are written eligibility criteria for all of the services operated by North Staffs Mind and assessment procedures are subject to ongoing review to ensure that individuals are offered a service entirely on the basis of their relevant needs and circumstances.

All those who use our services will be given equality of opportunity. Any applicant who feels that they have been unfairly denied access to a service has the right to appeal. Any individual who feels that they have been denied equality of opportunity whilst in receipt of a service offered by North Staffs Mind will be encouraged to use the Complaints Procedure so that their concerns can be investigated and responded to.

Staff are expected to make service users aware of their rights and obligations with regard to equal opportunities. This may sometimes mean that staff are required to act as advocates on a service user's behalf. It can also mean that staff are required to point out unacceptable behaviour on the part of service users if some aspect of their behaviour is affecting the rights and opportunities of others.

North Staffs Mind reserves the right to withdraw services to any service user if that person behaves in a discriminatory, disruptive or abusive manner to any of the staff, volunteers, services users or any other person.

### Diversity and Anti-Discriminatory Practice

North Staffs Mind is committed to ensuring that anti-discriminatory practice is promoted throughout the organization. The organization aims to develop its workforce to become fully sensitive to the culture, race or ethnic origin, gender, disability, sexual orientation, marital status, occupational or economic status, religion, beliefs and social background of others.

North Staffs Mind will work actively with staff members and service users in order to promote and encourage a positive attitude towards difference. Individuals will be encouraged to extend their awareness of social and cultural settings beyond their immediate experience.

The organization will take all reasonable steps to ensure that work environments and service delivery settings celebrate and value differences in identities, cultures, religions, beliefs, abilities and that social settings are welcoming, non-threatening and stimulating places to be, places where individuals are valued because of their differences and not in spite of them.

North Staffs Mind aims to empower its staff to recognise and to challenge any discriminatory or oppressive language and behaviour, to highlight and respond to instances where any individual has been subject to injustice, and to be pro-active in presenting positive images of the diversity of people that make up our society.

### Responsibility for Anti-Discriminatory Practice

It is the responsibility of all trustees, employees and volunteers to uphold the integrity of this policy. The organization will ensure that all of the above are made aware of both the Equal Opportunities and Anti-Discrimination Practice policies during their induction to North Staffs Mind.