

## **EQUALITY DIVERSITY and INCLUSION POLICY/STRATEGY**

1. The Centre values feedback from users and staff in relation to the Centres' limitations. Ongoing opportunities for this are provided in communications with Head of Service; in Supervision; Annual Appraisals; Service feedback forms; Clinical Meetings.
2. The Centre will ensure that it keeps up to date with suitable ways of gathering data around GSRD (Gender Sexuality and Relationship Diversity); Race and Disability.
3. The Head of Service and Clinical Lead will gather relevant information from the enquiry and waiting lists, client intake form, assessment reports; the equal opportunities questionnaires and the Clinical Report and monitor limitations e.g. waiting lists, special requirements, suitable counsellors, room availability, the profile of the clients accessing the service. (age, cultural background etc.). This will be reviewed annually and a strategy implemented as required.
4. With regards to specific practical considerations, the Head of Service will implement a strategy where possible. E.g. making sure that the downstairs counselling room is available if needed; ensuring Internet access at the Centre for counsellors working with clients who cannot travel to the Centre or thinking about how we might make our leaflets/information available to clients unrepresented in our client group.
5. With regards to possible clinical limitations, the Head of Service will initially liaise with the Clinical lead and/or Supervisors,

If the MSCC is unable to meet a client's specific clinical needs, the Centre will endeavour to provide details of alternative suitable provision or refer back to G.P as necessary.

Further discussions may be held at Clinical meetings with Supervisors and Assessment Counsellors e.g. suitability of prospective clients for the Centre's current Counsellor capability, experience and availability.

6. Where necessary the Head of Service will report to the Directors depending on the strategy needed to be implemented e.g. if waiting lists are growing longer The Centre may need to start another supervision group and employ another supervisor and recruit more counsellors. These strategies will be reviewed Annually at the AGM.
7. The Centre will liaise with the Landlords over matters relevant to client's special physical requirements. (eg parking on forcourt if needed)
8. The Head of Service will communicate regularly with both prospective clients and other agencies about any ongoing limitations to the Service and the length of the waiting list. If the waiting list is closed, then other suitable services and practitioners will be recommended at this time.
9. The Head of Service will collate a report on the current Limitations of the Service and arising actions to be taken on an annual basis which will be reviewed prior to the May AGM each year for discussion and a Strategy for any change will be formulated.