

EQUALITY AND DIVERSITY POLICY

Clinical Psychology & Employee Wellbeing Practice

1. Introduction and Commitment

The Origami Group are committed to promoting equality, diversity, and inclusion in all aspects of our clinical psychology and employee wellbeing practice. We believe that everyone deserves to be treated with dignity, respect, and fairness, regardless of their background, identity, or characteristics.

This policy applies to all areas of our work, including employment practices, service delivery, and professional relationships. We recognise that by creating an inclusive environment we benefit everyone - our clients, employees, and the wider community we serve.

Our Vision: To create an inclusive, welcoming environment where diversity is valued, equality is promoted, and everyone can thrive and reach their full potential.

Our Values:

- Respect for individual dignity and worth
- Commitment to fairness and justice
- Celebration of diversity and difference
- Promotion of inclusive practices
- Recognition of individual needs and circumstances
- Zero tolerance of discrimination and harassment

2. Legal Framework and Standards

This policy operates within the following legal and professional framework:

UK Legislation:

- Equality Act 2010
- Human Rights Act 1998
- Employment Rights Act 1996
- Race Relations (Amendment) Act 2000
- Disability Discrimination Act 1995 (now incorporated into Equality Act)
- Gender Recognition Act 2004
- Marriage (Same Sex Couples) Act 2013

Professional Standards:

- Health and Care Professions Council (HCPC) Standards of Conduct, Performance and Ethics
- British Psychological Society (BPS) Code of Ethics and Conduct
- British Association for Counselling and Psychotherapy (BACP) Ethical Framework
- NHS Equality Delivery System
- Public Sector Equality Duty

3. Protected Characteristics

Under the Equality Act 2010, we are committed to preventing discrimination based on the following protected characteristics:

3.1 Age

- Equal treatment regardless of age
- Age-appropriate services and communication

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- Flexible working arrangements across all age groups
- Intergenerational respect and understanding

3.2 Disability

- Physical, mental, intellectual, or sensory impairments
- Reasonable adjustments in employment and service delivery
- Accessible facilities and communication methods
- Person-centred approach to support needs

3.3 Gender Reassignment

- Support for individuals undergoing or considering gender transition
- Respectful use of chosen names and pronouns
- Confidential and sensitive handling of transition-related needs
- Appropriate training for staff on transgender issues

3.4 Marriage and Civil Partnership

- Equal treatment regardless of marital status
- Recognition of all forms of legal partnerships
- Inclusive language and assumptions in documentation
- Flexible policies accommodating different family structures

3.5 Pregnancy and Maternity

- Support throughout pregnancy, maternity leave, and return to work
- Reasonable adjustments during pregnancy
- Protection from discrimination related to pregnancy
- Inclusive policies for all family-building journeys

3.6 Race

- Ethnicity, colour, nationality, and national origins
- Cultural competency in service delivery
- Anti-racist practices and policies
- Celebration of cultural diversity

3.7 Religion or Belief

- All religions, beliefs, and philosophical convictions
- Accommodation of religious observances and practices
- Respectful dialogue about different belief systems
- Secular and spiritual approaches to wellbeing

3.8 Sex

- Equal treatment of all genders
- Recognition of gender diversity beyond binary categories
- Gender-sensitive service delivery
- Challenge to gender stereotypes and assumptions

3.9 Sexual Orientation

- All sexual orientations including lesbian, gay, bisexual, and heterosexual
- LGBTQ+ affirming practices and policies

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- Safe spaces for sexual orientation disclosure
- Challenge to heteronormative assumptions

4. Employment Practices

4.1 Recruitment and Selection

Fair Recruitment:

- Objective, competency-based selection criteria
- Diverse recruitment channels and methods
- Bias-free job descriptions and person specifications
- Diverse interview panels where possible
- Reasonable adjustments during recruitment process

Positive Action:

- Encouragement of applications from underrepresented groups
- Targeted outreach to diverse communities
- Mentorship and development programmes
- Apprenticeship and graduate schemes promoting diversity

4.2 Employment Conditions

Equal Pay and Benefits:

- Pay equity across all protected characteristics
- Transparent pay structures and progression criteria
- Comprehensive benefits package for all employees
- Flexible benefits accommodating diverse needs

Career Development:

- Equal access to training and development opportunities
- Mentoring and coaching programmes
- Leadership development for underrepresented groups
- Professional qualification support

4.3 Workplace Culture

Inclusive Environment:

- Zero tolerance of discrimination, harassment, and bullying
- Celebration of diversity through events and initiatives
- Employee resource groups and networks
- Inclusive communication and language

Flexible Working:

- Accommodation of different working styles and needs
- Religious observance and cultural celebration leave
- Caring responsibilities support
- Work-life balance promotion

5. Service Delivery

5.1 Accessible Services

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Physical Accessibility:

- Wheelchair accessible facilities
- Clear signage and navigation
- Appropriate lighting and acoustics
- Accessible parking and transport links

Communication Accessibility:

- Information in multiple formats (large print, Braille, audio)
- Interpreter and translation services
- British Sign Language provision
- Easy-read versions of key documents

Digital Accessibility:

- Website compliance with accessibility standards
- Alternative communication methods
- Assistive technology support
- Digital inclusion initiatives

5.2 Culturally Competent Care

Cultural Awareness:

- Understanding of diverse cultural backgrounds
- Recognition of cultural factors in mental health
- Culturally adapted therapeutic approaches
- Community engagement and partnership

Language Services:

- Professional interpretation services
- Translated materials in community languages
- Bilingual staff where possible
- Cultural mediation services

5.3 Trauma-Informed Approaches

Recognition of Systemic Inequalities:

- Understanding of historical and ongoing discrimination
- Recognition of minority stress and its impacts
- Intersectional approaches to identity and experience
- Social justice orientation in therapeutic work

Safe Spaces:

- Confidential and non-judgmental environment
- Staff training on LGBTQ+ affirmative practice
- Understanding of religious and cultural sensitivities
- Trauma-informed care principles

6. Reasonable Adjustments

6.1 Employment Adjustments

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Workplace Modifications:

- Physical environment adaptations
- Equipment and technology provision
- Modified work schedules and arrangements
- Job role adjustments where appropriate

Support Measures:

- Additional training and supervision
- Buddy systems and mentoring
- Regular review and monitoring
- Access to occupational health services

6.2 Service Delivery Adjustments

Individual Needs Assessment:

- Comprehensive assessment of adjustment needs
- Person-centred planning and implementation
- Regular review and modification
- Client choice and control in decision-making

Service Modifications:

- Appointment scheduling flexibility
- Alternative therapy formats and locations
- Communication method adaptations
- Cultural and religious accommodation

7. Monitoring and Data Collection

7.1 Equality Monitoring

Data Collection:

- Voluntary equality monitoring for employees and clients
- Regular analysis of recruitment, retention, and progression data
- Service uptake and satisfaction analysis by protected characteristics
- Pay gap analysis and reporting

Key Performance Indicators:

- Workforce diversity metrics
- Client demographic analysis
- Complaint and grievance analysis
- Training participation rates

7.2 Annual Reporting

Public Sector Equality Duty:

- Annual equality report publication
- Gender pay-gap reporting
- Ethnicity pay-gap analysis
- Disability employment reporting

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Continuous Improvement:

- Regular policy review and update
- Action plan development and implementation
- Stakeholder consultation and feedback
- Best practice sharing and learning

8. Training and Development

8.1 Mandatory Training

All Staff Training:

- Equality and diversity awareness
- Unconscious bias recognition and mitigation
- Cultural competency development
- Disability awareness and etiquette

Specialised Training:

- LGBTQ+ affirmative practice
- Anti-racism and decolonising practice
- Religious and spiritual diversity
- Trauma-informed care approaches

8.2 Leadership Development

Management Training:

- Inclusive leadership skills
- Fair recruitment and selection
- Managing diverse teams
- Equality impact assessment

Clinical Supervision:

- Diversity and inclusion in therapeutic practice
- Cultural formulation and assessment
- Addressing bias in clinical decision-making
- Intersectional approaches to mental health

9. Consultation and Engagement

9.1 Internal Engagement

Employee Consultation:

- Regular equality surveys and feedback
- Focus groups and listening sessions
- Staff resource groups and networks
- Joint consultation committee representation

Leadership Accountability:

- Equality and diversity board representation
- Senior management equality objectives
- Regular reporting and scrutiny

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- Public commitment and advocacy

9.2 External Engagement

Community Partnership:

- Engagement with diverse community groups
- Consultation on service development
- Co-production and co-design initiatives
- Community advisory groups

Stakeholder Involvement:

- Client and carer involvement in policy development
- Partnership with equality organisations
- Professional network participation
- Research and evaluation collaboration

10. Complaints and Grievances

10.1 Discrimination Complaints

Reporting Mechanisms:

- Multiple channels for raising concerns
- Anonymous reporting options
- Clear and accessible complaints procedure
- Support and advocacy services

Investigation Process:

- Prompt and thorough investigation
- Independent and impartial approach
- Appropriate expertise and sensitivity
- Fair and proportionate outcomes

10.2 Support and Resolution

Victim Support:

- Immediate support and protection measures
- Counselling and therapeutic support
- Advocacy and representation assistance
- Confidentiality and privacy protection

Restorative Approaches:

- Mediation and conflict resolution
- Education and awareness raising
- System and policy improvements
- Relationship repair and rebuilding

11. Positive Action and Outreach

11.1 Community Outreach

Targeted Engagement:

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- Outreach to underserved communities
- Partnership with community organisations
- Cultural and religious community engagement
- Addressing barriers to access

Service Development:

- Community-informed service design
- Culturally specific programmes and interventions
- Peer support and community healing approaches
- Prevention and early intervention initiatives

11.2 Workforce Development

Talent Pipeline:

- Apprenticeship and internship programmes
- University and college partnerships
- Career pathway development
- Professional development scholarships

Succession Planning:

- Leadership development for underrepresented groups
- Mentoring and sponsorship programmes
- Cross-cultural competency development
- Inclusive succession planning

12. Intersectionality and Multiple Identities

12.1 Understanding Intersectionality

Complex Identities:

- Recognition of multiple and intersecting identities
- Understanding of compounding discrimination
- Personalised and holistic approaches
- Avoiding single-identity assumptions

Service Design:

- Intersectional needs assessment
- Flexible and adaptive service models
- Collaborative and partnership approaches
- Individual choice and self-determination

12.2 Inclusive Practice

Person-Centred Approaches:

- Individual identity exploration and affirmation
- Strengths-based and empowerment models
- Cultural humility and continuous learning
- Social justice and advocacy orientation

13. Digital Inclusion and Technology

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13.1 Digital Accessibility

Technology Access:

- Assistive technology provision
- Digital skills training and support
- Alternative access methods
- Cost and affordability considerations

Online Services:

- Accessible website and digital platforms
- Inclusive design principles
- Multiple communication channels
- Technical support and assistance

13.2 Digital Equity

Addressing Digital Divide:

- Understanding of technology barriers
- Support for digital inclusion
- Alternative service delivery methods
- Community technology access

14. Performance Management and Accountability

14.1 Individual Accountability

Performance Objectives:

- Equality and diversity objectives for all staff
- Cultural competency development goals
- Inclusive practice expectations
- Regular review and feedback

Professional Development:

- Continuing education requirements
- Reflective practice and supervision
- Peer learning and collaboration
- Innovation and improvement initiatives

14.2 Organisational Accountability

Governance and Oversight:

- Board and senior management responsibility
- Regular reporting and scrutiny
- External accountability mechanisms
- Public transparency and disclosure

Continuous Improvement:

- Regular policy and practice review
- Stakeholder feedback integration
- Best practice adoption

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- Innovation and development

15. Resources and Support

15.1 Internal Resources

Equality Champions:

- Designated equality leads and champions
- Peer support networks
- Employee resource groups
- Mentoring and buddy systems

Professional Development:

- Training library and resources
- Conference and seminar attendance
- Professional membership support
- Research and publication opportunities

15.2 External Resources

Professional Organisations:

- Equality and Human Rights Commission
- Relevant professional bodies and associations
- Community and voluntary sector organisations
- Academic and research institutions

Support Services:

- Legal advice and representation
- Counselling and therapeutic support
- Advocacy and campaigning organisations
- Peer support and community groups

16. Implementation and Review

16.1 Implementation Plan

Phased Approach:

- Priority action identification
- Resource allocation and planning
- Timeline and milestone setting
- Progress monitoring and evaluation

Change Management:

- Communication and engagement strategy
- Training and development programme
- Policy and procedure updates
- Culture change initiatives

16.2 Monitoring and Evaluation

Regular Review:

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- Annual policy review and update
- Quarterly progress monitoring
- Stakeholder feedback collection
- Impact assessment and evaluation

Continuous Improvement:

- Learning from best practice
- Innovation and development
- Research and evidence integration
- Future planning and development

17. Contact Information and Support

Internal Contacts:

- Equality and Diversity Lead
- HR Department
- Senior Management Team
- Employee Support Services

External Contacts:

- Equality and Human Rights Commission: 0808 800 0082
- ACAS (Advisory, Conciliation and Arbitration Service): 0300 123 1100
- Citizens Advice: 0808 223 1133

Specialist Support:

- Stonewall: 0800 050 2020
- Age UK: 0800 169 6565
- Disability Rights UK: 0330 995 0400
- Race Equality Foundation: 0207 428 0912

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Approved by: Amy Stoddard-Ajayi

Role: CEO and Founder

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Commitment Statement: This policy represents our unwavering commitment to equality, diversity, and inclusion. All employees, volunteers, and contractors are expected to uphold these principles in their daily work and interactions.

We recognise that creating a truly inclusive organisation is an ongoing journey that requires continuous learning, reflection, and action. We are committed to this journey and to making a positive difference in the lives of those we serve and work alongside.