

<b>Policy/Procedure Document</b>	
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Executive director owner	Chief Executive
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## Equality Statement

GCS was founded to provide access to affordable counselling for all members of society within Gloucestershire, regardless of background or circumstances.

We recognise that discrimination operates consciously and unconsciously in our society, which means some people have greater access to opportunities than others.

Our core belief is that all people are treated with dignity and respect and we are creating an organisation where:

- Inequalities are challenged
- We anticipate and respond positively to, different needs and circumstances

## Our equality and diversity goals

- We value diversity and we recognise that different people bring different perspectives, ideas, knowledge and culture, and that this difference brings great strength.
- We believe that discrimination or exclusion based on individual characteristics and circumstances, such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation, or other distinctions, represents a waste of talent and opportunity.
- We respect the rights of individuals, including the right to hold different views and beliefs. We will not allow these differences to be manifested in a way that is hostile or degrading to others.
- We expect commitment and involvement from all our staff, students, clients, partners and providers of goods and services in working towards these goals.

**Emma Griffiths CEO Gloucester Counselling Service**



## Service Delivery

We regularly review the matter of public access to our services and employment practice including recruitment. With regards to disability, we have inaccessible premises in Stroud which we make potential service users aware of via our [website and registration documentation](#). We have local arrangements for the hire of alternative premises for use in the event of a service user not being able to access our premises. In addition to this, the Board are aware of the need, in time to relocate to more user friendly premises and there are plans in place to improve access in the future.

All service users will be asked if there are any access needs when applying for training courses or attending counselling. We use surveys to assess the makeup and experience of users of our counselling and training services resulting in action as required. Good practice and experiences are also shared via our management meeting structure and in the planning and development of the services we offer.

Any service user who feels they have been unfairly treated or discriminated against, can raise their concerns via our [complaints procedure](#).

For more information on the Equality Act 2010, please see the Equality and Human Rights Commission website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)