Equity, Diversity & Inclusion

LET'S CELEBRATE OUR DIFFERENCES

Response
Together we can achieve change

2022-2025

Introduction

At Response, we strive to create a fully accepting and celebratory culture of all our differences and uniqueness by providing opportunities to learn from each other. The #MeToo movement in 2017 and the Black Lives Matter movement in 2020 significantly impacted so many people globally. It also resonated with Response and has put Equity, Diversity & Inclusion (EDI) at the forefront of our agenda. Being quiet about the importance of EDI is not an option. For this reason, Response has committed to improving EDI across the organisation.

Over the next three years, Response will **celebrate our differences** and remove barriers by implementing our Equity, Diversity and Inclusion strategy. It should be read alongside our Corporate Plan, Client Participation Strategy and EDI policy.

Monitoring progress against this strategy will be led by the Executive Team and reported to the Performance Committee and ultimately, our Board, who will take overall responsibility for achieving the EDI strategic aims set out below. We will produce and monitor progress against this strategy, moving us closer to achieving our overall vision.

Response

Our Definitions

Equity

Valuing all individuals and offering them a level playing field to reach their full potential in employment or to access a service. At times, this means treating people differently to achieve the fairest outcome, which is why we have chosen to use Equity rather than Equality as a basis for our strategy.

EQUALITY

EQUITY

Diversity

Recognising that individuals do have differences and valuing those differences. It means considering and appreciating our differences and what makes us unique. This includes but is not limited to gender identity, race, ethnicity, sexuality, age, physical or mental ability, neurodiversity, class, religion, or housing status.
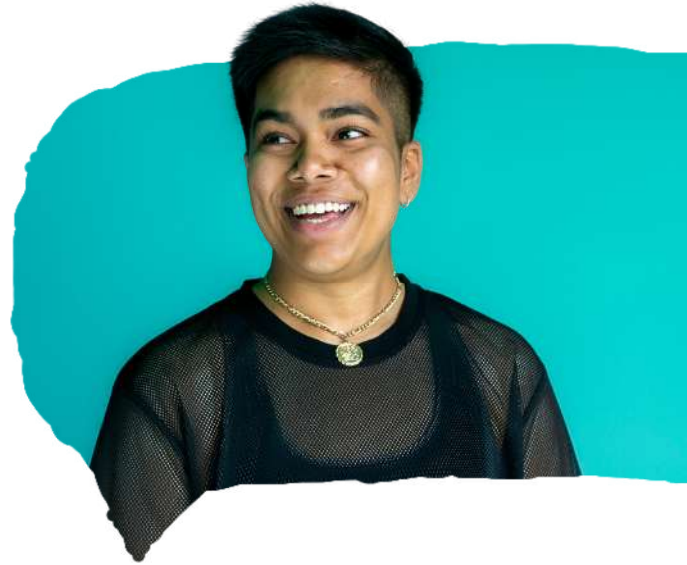
Inclusion

Organisational efforts and practices in which different groups or individuals having different backgrounds are culturally and socially accepted and welcomed.

Response

Our Vision

To enable people with mental health issues and complex needs to live their lives to the full.

Our Mission

1. To help those with serious mental illness and complex needs live as independently as possible by providing recovery-focused support within the community and our supported housing properties.

2. To enable children, young people, and their families to have a healthy approach to their wellbeing and mental health and live in a safe and supportive environment.

Our Values

Our values are what make us different. They represent how we define ourselves, conduct, and organisational priorities.

Caring

Creative

Safe

Aspirational

Response

Our Commitment to EDI

We are an organisation that truly values people, who deserve to be respected by colleagues and clients; their contribution be recognised; and they can achieve their potential – because it is the right thing to do.

We also know that by creating an inclusive culture will allow us to remain competitive and build services fit for the future. Having safe environments fosters creativity, increases productivity and improves the flow of feedback to challenge ourselves to the best of our ability.

To remain competitive, leaders and managers will be accountable for:

- Create an environment where all stakeholders feel welcome and safe and where dignity is maintained and always respected.

- Integrating this inclusive culture into the organisation, recognising and respecting the needs and backgrounds of all individuals who work within or use our services.

- Provide support, encouragement, and opportunities for colleagues to reach their full potential without barriers.

- Challenge our thinking, redesign our systems and processes and build flexibility to develop person-centred services.

- Recruiting and retaining the skills they need and accessing talent pools that have been previously untapped.

Response

What we have achieved so far

Response has made progress in the last 12 months while also working to create the first EDI Strategy for the Organisation. Achievements include:

- Adopted a new Statement of Inclusion setting out our stance to EDI
- Created two new roles in Youth Delivery for dedicated support for the LGBTQ+ community and BAME community
- Held EDI Strategy workshops with Senior Leaders and Trustees to form our joint commitment to EDI
- Became a Disability Confident Accredited employer
- Consciously diversified and appointed an EDI Lead on the Board of Trustees
- Created social media and internal campaigns on awareness days and religious festivals including LGBTQ+ History Month, Black History Month, Diwali and Ramadan
- Added pronouns to communications
- Developed LGBTQ+ training for clinicians and other organisations
- Clients celebrating different religious festivals through cooking groups
- Captured candidate, colleague and client data on diversity

Response
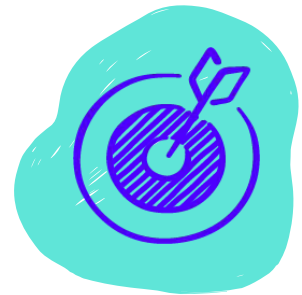
Diversity Data

As we strive to create a fairer and more inclusive workplace, where we are truly celebrating our differences and removing barriers, it is vital to understand the impact our plans, decisions and activities will have on different groups of people.

Analysing our data allows us to address issues of underrepresentation among our client and colleague populations. However, collecting data on representative groups doesn't automatically lead to an inclusive and equitable environment. We aim to analyse data based on the individuals' experiences of Response and whether barriers were overcome to allow everyone's differences to be celebrated. The use of the data will also give us an understanding of where we are currently and where we want to be in the future.
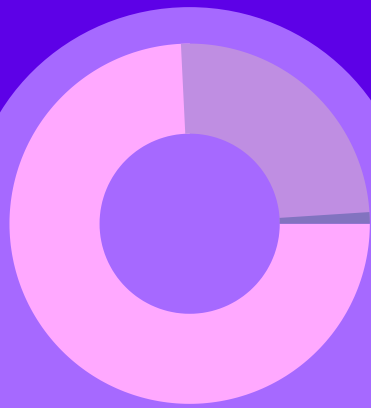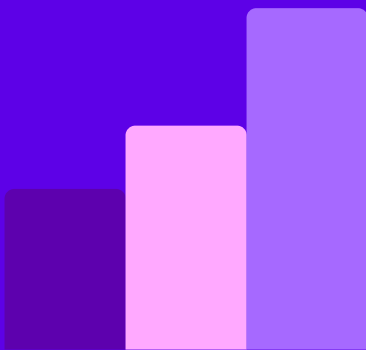
Colleagues

24%
ARE AGED 55+

♂ 25%
MALE

♀ 74%
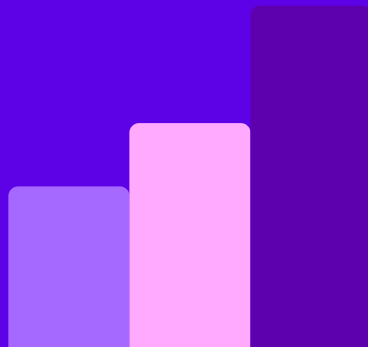FEMALE

3%
ARE LGBTQ+

BLACK	8%
ASIAN	4%
MIXED HERITAGE	3%
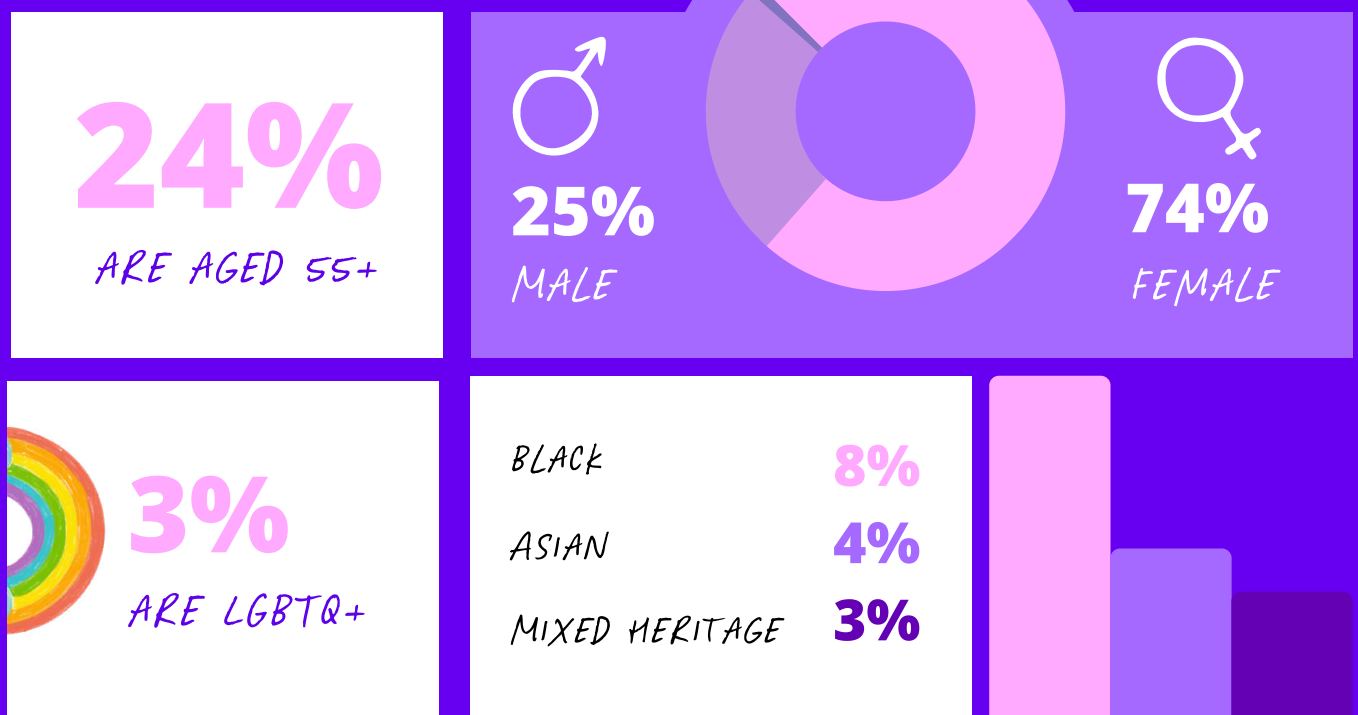
Adults

72% MALE

24% FEMALE

33% ARE AGED 55+

ASIAN **7%**

BLACK **5%**

MIXED HERITAGE **4.5%**

1.5% ARE LGBTQ+

MIXED HERITAGE **7%**

BLACK **5%**

ASIAN **4%**

Youth
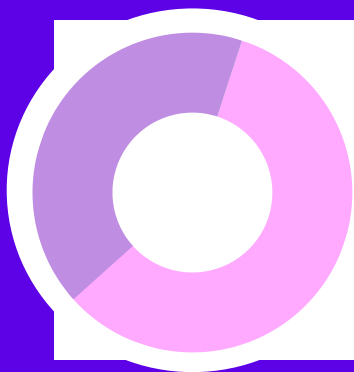
37% AGED UNDER 18

63% AGED 18-25

44% ARE LGBTQ+

35% MALE
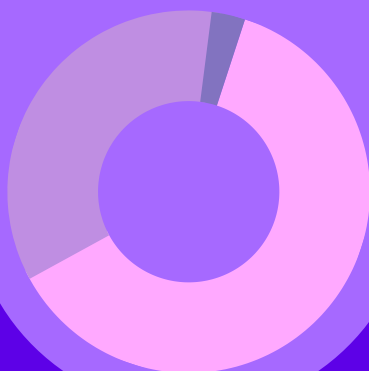
62% FEMALE

Our 3-year Strategic Aims

Over a 6-month period, representatives from the Organisation have worked inclusively to create the first EDI Strategy. As a group, we recognised we were compliant as an organisation and had pockets of good practice, but we aspired to have EDI integrated within all our Business Areas.

The group considered and created three overarching priorities:

- Accountability
- Opportunities to Learn
- Removing Barriers

Each priority has outcomes that will be delivered throughout the life of the strategy and will dictate our success.

Response

Accountability

- Monitor progress against the EDI strategy and Statement of Inclusion and report on any actions. Ensuring all Response strategies are aligned to the EDI strategy.

- Carry out annual EDI and Skills Audits of the board and find solutions to manage any shortfalls to maximise diversity.

- Explore the possibility of adding a new organisational value that Celebrates our Differences.

- Consider the Services we offer to ensure we provide support for marginalised and underrepresented groups.

- Ensure all Response environments and interactions are safe, respectful spaces where different views and perspectives are sought and encouraged and where individuals can feel confident to raise concerns.

- Actively work towards eliminating all forms of discrimination through challenging perceptions and education.

Response

Opportunities to Learn

- Creation of Voice Groups for clients and colleagues that will provide a collective response, encourage learning and foster continuous improvement of our culture, systems and processes.

- Provide a mixture of workshops and events to managers, colleagues, clients and stakeholders to broaden their knowledge and build confidence.

- Create a safe space for dialogue, understanding and learning to take place using Champions and Experts. Identify and be open when we have made mistakes with the wider organisation.

- Develop a reverse mentoring scheme of Senior Leaders by colleagues working in front line positions.

# Removing Barriers

- Maintain a 'living database' of colleagues and clients experiences of Response, ensuring barriers are overcome to allow everyone's differences to be celebrated.

- Review and test our physical and virtual environments, policies, guidelines and forms to ensure equity and remove obstacles to enable success.

- Carry out a review of our internal processes to identify opportunities to improve inclusion.

- Stakeholders feel confident in following our social media channels and sharing content created by us.

- Have visual representation at local and national events and build a presence among communities.

How will we know we have achieved our strategy?

We commit to publishing our data and being transparent about our success in achieving our EDI strategy. We will review the effectiveness of the strategy through Data and Feedback.
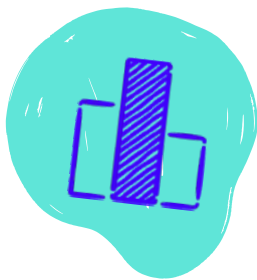
Data

- Analyse diversity data of colleagues to measure progress against our recruitment practices, development of our colleagues, and reward.

- Analyse data about the positive interventions and our expanded reach within diverse communities of clients.

- Complete regular comparisons of local area demographic data to Response diversity data including who is accessing our services.

Feedback

- Analyse qualitative feedback from our colleague surveys and exit interviews to understand experiences not picked up in quantitative data.

- Conduct and analyse client surveys to collect feedback on inclusion experiences and that all clients are culturally and socially accepted and welcomed.

Response

FOLLOW US