

EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION POLICY

Effective Date(s)	Nov 2025 – Oct 2026
Approved By	Trustees
Approval Date	01 November 2025
Policy Owner/Dept	Caroline Reid
Policy Author	Caroline Reid - Manager , Gary Reid - Trustee
Review Date	Oct 2026
Version Number	1.0

Equal Opportunities and Anti-Discrimination Policy

1. Policy Statement

Cadrene Supported Living (CSL) is committed to **treating all service users and staff fairly and equally**. No individual will be treated less favourably, disadvantaged, or judged differently based on:

- Disability
- Race, colour, nationality, or ethnic origin
- Sex or gender
- Sexual orientation
- Marital or civil partnership status
- Religion or belief

CSL promotes a culture of **respect, inclusion, and dignity**, ensuring that all interactions and practices are free from discrimination, harassment, or bullying.

2. Responsibilities

All CSL staff are expected to:

- Uphold this policy in accordance with the **CSL Handbook** and organisational procedures
- Treat all service users, colleagues, and stakeholders fairly and professionally
- Report any incidents of discrimination, harassment, or bullying immediately

Service users have the right to expect fair and equal treatment and to **raise concerns or complaints** if they believe they have experienced unfair treatment.

3. Reporting and Support

CSL operates a **zero-tolerance approach** to discrimination and harassment. Any incidents will be fully investigated, and appropriate action taken. Depending on the severity of the incident, this may include disciplinary action up to and including termination of employment.

Where necessary, CSL will support victims of discrimination and harassment by:

- Contacting relevant advocacy services:
 - **Advocacy (VoiceAbility)** – 0300 303 1660, helpline@voiceability.org.uk
 - **Victim Support** – 01384 241511, west.midlands@victimsupport.org.uk
- Providing a **safe and suitable environment**, including relocation if required
- Working with perpetrators, where appropriate, to prevent recurrence

Staff accused of discriminatory or harassing behaviour will be **suspended pending investigation**. Findings will follow the **CSL Disciplinary Procedure**.

4. Service User Referrals

Referrals to CSL are assessed in line with the **Eligibility Policy** and **Equal Opportunities Policy**. Decisions are based on:

- Presenting needs of the service user
- Risk assessment outcomes
- The organisation's ability to provide appropriate support

Accepted referrals are initially placed on a **four-week probationary period**, during which an **additional review and assessment** will be conducted. CSL aims to support as many people with mental health challenges as possible, but not all referrals may be accepted due to service capacity or suitability.

5. Communication and Accessibility

CSL ensures that information about its Equal Opportunities Policy is:

- Accessible to all service users, carers, and stakeholders
- Provided in clear language, large print, or other accessible formats where necessary
- Linked to other relevant policies, such as the **Complaints Procedure and Appeals Procedure**

Service users or staff who have concerns or questions about equal opportunities are encouraged to **speak to any member of staff** for clarification.

6. Monitoring and Review

- CSL regularly reviews referral procedures, policies, and practices to ensure compliance with **equal opportunity standards**
- Incidents of discrimination or harassment are monitored and reported to ensure improvements and preventative measures are implemented