

Equality, Diversity and Inclusion Strategy



Our Commitment

Rothacs values are built on a commitment to fairness and social justice. We are committed to promoting equality, diversity and inclusion for staff and the community we serve with dignity and respect for all.

Aims

- To provide an accessible service that promotes fairness, equality, diversity and inclusion for staff and service users according to their diverse needs.
- To create a safe, welcoming environment for our service users where individual differences are recognised, respected, and valued without fear of prejudice or discrimination.
- To recruit, retain and support a diverse workforce who reflect the values of the service, welcoming the experience, knowledge and skills that diverse staff bring.

Objectives

- Analyse and monitor information about who is accessing our service, identify and understand potential barriers and challenges faced by those accessing the service.
- Develop community links and seek opportunities to reach out and engage with underrepresented sections of our community.
- To listen to the voices of staff, service users and the wider community.
- Increase diversity in our workforce, share knowledge and experience and seek out opportunities to develop our awareness and understanding.

Demographic	Category	% National	% Rotherham	% Rothacs
Religion	No religion	36.67	39.80	54.00
	Christian	46.32	49.00	13.00
	Muslim	6.73	5.10	2.00
	No answer	6.02	5.20	27.00
	Other			4.00
Ethnicity	White	73.50	91.00	79.00
	Asian	9.61	5.30	4.00
	Black	4.22	1.10	1.00
	Mixed/multiple ethnic groups	2.96	1.40	1.00
	Other ethnic Group	2.18	1.10	0.00
	Not Answered			15.00
Disability	limited a lot	7.50	9.90	30.00
	Limited a little	10.20	11.40	
	Not disabled - long term physical or mental health condition - activities not limited.	6.90	6.80	
	Not disabled	75.40	72.00	39.00
	Not Answered			31.00
Gender identity	Same as assigned at birth	93.47	94.56	99.00
	Different to assigned at birth	0.55	0.50	1.00
Sexual orientation	Straight/Heterosexual	89.37	91.62	66.00
	LGB+	3.17	2.35	9.00
	Prefer not to say	7.46	6.03	22.00
	Not Answered			3.00

What have we achieved so far?

- Set up a working group to look at the particular challenges faced by underrepresented sections of our community and how we can adapt our service to make it more accessible.
- Undertaken a review of our website and publicity material to ensure it reflects the needs of our service users including making information available in alternate languages, adding resources and information for people in the LGBTQ+ community and developing our pages for young people.
- Secured additional funding for interpreters with all staff counsellors completing additional training on working with interpreters in a counselling setting.
- We have a ramp that provides level access to the building with counselling rooms on the ground floor and a disabled toilet with space for a wheelchair and adjustable handrails.
- Counselling services are offered to adults and young people over 13, (CH)ISVA services are offered to adults and young people of any age. Our services are open to people of all genders, sexual orientations, faiths and ethnicities.

Action Plan:

Action	Who	When
Analyse and monitor service user demographics to identify patterns and trends that may point to challenges in accessing the service.	Operations manager/SMT/Board	Ongoing
Source additional funding for interpreters and incorporate this into new funding bids.	CEO/Finance Officer	Ongoing
Review policies on group working and explore options for expanding our offerings to those who don't currently access groups.	ECO/Group workers	Actioned June 2024
Establish links and create networks with organisations who work with underrepresented groups in our service.	Inclusion WG	Sept 2025
Seek out opportunities for further staff training and development so we can better understand the needs of diverse client groups	All staff	Ongoing
Actively recruit staff and volunteers from underrepresented groups.	Board/CEO/ECO	Actioned June 2024
Increase visibility of the service through community engagement and outreach to underrepresented sections of the community.	Communications Officer/ Inclusion WG	Sept 2025
Enlist service users in focus groups to hear the clients' voices and actual lived experiences to enhance the service.	SMT/Inclusion WG	July 2026

Data sources:

National – 2021 Census:

<https://www.ons.gov.uk/visualisations/censusareachanges/E08000018/>

Regional – 2021 Census: <https://www.rotherham.gov.uk/data/people/population>

ROTHACS data supplied for period 09/08/2023 – 08/08/2024

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