

Equality, diversity and inclusion statement

July 2024

Healthwatch Cornwall (HWC) will ensure that everyone we interact with is respected and included without discrimination. We will champion equal opportunity and fairness for all. We will work to address inequalities and ensure fairness and accessibility within Cornwall in order to improve health and care for everyone.

Purpose and Aim of the Statement

HWC is committed to promoting equality, diversity and inclusion amongst our directors, employees and volunteers to eliminate discrimination.

Our aim is for everyone HWC engages with including our directors, employees and volunteers to be truly representative of all sections of society within Cornwall, and those with whom we work. It is essential for everyone including our directors, employees, and volunteers to feel valued and empowered to perform their best.

HWC opposes discrimination against the general public, stakeholders, employees, directors and volunteers by making sure everyone is treated fairly, with dignity and respect regardless of their circumstances.

This statement sits alongside the legislative requirements of our Equal Opportunities and Diversity Policy, which is contained within our employee handbook.

Our statement's purpose

This statement's purpose is to incorporate the principles of equality, diversity and inclusion (EDI) in everything we do.

1. We will provide equality, fairness and respect for all to help tackle health and inequalities within Cornwall.
2. We will not discriminate against any of the Equality Act 2010 protected characteristics.

Our commitments

HWC commits to:

1. Encouraging equality, diversity and inclusion in all areas of Cornwall.
2. Creating an environment within Cornwall free of bullying, harassment, victimisation and discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all are recognised and valued.

This commitment includes making opportunities for training, development and progress available to all employees, directors and volunteers. Who will be helped and encouraged to develop their

full potential, so their talents and resources can be fully utilised to maximise the efficiency of HWC, under the equality, diversity and inclusion statement as well as understanding their rights and responsibilities.

Responsibilities include employees and directors conducting themselves to help HWC provide equal opportunities in employment and volunteering and prevent bullying, harassment, victimisation and discrimination within Cornwall.

3. We will take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, volunteers, those whom we support, stakeholders, suppliers, visitors, the public and any others in the course of HWC's activities.
4. Make decisions based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act 2010).
5. Review employment and volunteering practices and procedures when necessary to ensure fairness and update them and the statement to take account of changes in the law.
6. Monitor the make-up of the paid and voluntary workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability, in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion statement and our Equal Opportunities and Diversity Policy.

Monitoring will also include assessing how the equality, diversity and inclusion statement and action plan, are working in practice, reviewing them annually and taking action to address any issues.

Employees, Directors and volunteers from the same group as those whom we support will be encouraged, and it is to be expected that a higher proportion of those with lived experience will be part of our workforce, if at all possible.

7. Monitor the make-up of those whom we engage with, regarding information in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion statement and action plan.

Where we work with a range of population groups, care will be taken to ensure that, within that group, the make-up remains diverse, including those who have more than one protected characteristic, and making efforts to include all, within the remit of the service that we are providing.

Agreement to follow this statement

The equality, diversity and inclusion statement is fully supported by senior management and has been agreed upon with employees and volunteer representatives.

Our disciplinary and grievance procedures

Details of HWC's grievance and disciplinary policies and procedures can be requested to: enquiries@healthwatchcornwall.co.uk

This is a controlled document. It should not be altered in any way without the express permission of the author or their representative. On receipt of a new version, please destroy all previous versions.

Document No.		Original issue date:	
Document Title:	Equality, diversity and inclusion statement	Author:	
Version:	Pages: 5	Last reviewed:	July 2024
Approved by:	Board of Directors	Next review:	

Appendix 1: EDI Action Plan

Statement	By Whom	Mitigation already in place? (Yes/No/Partial)	To be in place by
Make sure that our core contract and additional commissioned work prioritise equality, diversity and inclusion for all protected characteristics.	SMT	Yes	April 2024
Demonstrate how equality, diversity and inclusion shape our policies, plans, and priorities and how people from diverse communities have been actively involved.	SMT	Yes	April 2024
Make sure that our policies, board, staff and volunteers reflect Cornwall's demographics in relation to protected characteristics and are actively inclusive.	SMT	Yes	April 2024
Implement as best practice, our communications and campaigns to meet accessibility standards	BST	Yes	April 2024
Demonstrate how we prioritise equality in our work and annually identify who we are reaching compares with national demographics to create an annual EDI baseline.	SMT	Yes	April 2024
Demonstrate locally how HWC has used people's views to help reduce health and social care inequalities.	SMT		April 2024



Healthwatch Cornwall

Suite 1, Calenick House, Heron Way, Newham, Truro, TR1 2XN

healthwatchcornwall.co.uk

t: 0800 038 1281

e: enquiries@healthwatchcornwall.co.uk

 [Facebook.com/HWCornwall](https://www.facebook.com/HWCornwall)

healthwatch
Cornwall