



Finding out if we treat everyone well at ARA



What did we do?



We wanted to know - do we treat all people in the way they need?

We wanted to know about:



- black and **minority ethnic** people



- disabled people



- **lesbian, gay, bisexual and trans** people

(Hard words in **blue** are put in plain words on page 7)

What did we do?



- older people



- younger people.



We asked Berkeley Wilde from the Diversity Trust to find out for us.

What did we do?



Berkeley asked people

'Do ARA treat people well who come to us?'



Berkeley asked:

- people who go to ARA
- staff
- volunteers
- bosses (managers)



We wanted Berkeley to find out what we can do better.

What can we do better?



People told Berkeley we are doing really well. There are 8 things we can do to be even better.



1. Tell more people what we do.



2. ARA can run courses about different groups of people. ARA can then say what they do to help all groups of people.



3. ARA can train staff more about what different groups of people need.



4. ARA can make posters to show we support all groups of people. The posters can go up in offices. This will show all people are welcome.

What can we do better?



5. ARA can do leaflets in different languages. These will help people who do not speak a lot of English.



6. ARA can offer child care. This will make it easier for parents to go to ARA.



7. ARA can look at making its buildings easy to use for disabled people.



8. These people find it hard to use ARA at the moment:

- lesbian, gay, bisexual and trans people



- women



- young people

ARA can set up services just for them.

Hard words



minority ethnic people - people from different countries and cultures



lesbian - a woman who fancies and loves other women



gay man - a man who fancies and loves other men



bisexual - a person who fancies and loves both men and women



trans people - People who are born as one sex and want to live as the other sex. A person who looks like a man may feel inside like a woman. Hayley on Coronation Street is trans.