



addiction recovery agency

treatment, support, recovery

September 2013

# Equality & Diversity Review

## What did we do?

In March this year we asked the Diversity Trust to find out how well ARA is doing to meet the needs of different communities and groups. We have called these 'equalities communities', and they include people from the following groups: black and minority ethnic people, disabled people, lesbian, gay, bisexual and trans people, older people and younger people.



The Diversity Trust asked about 80 people including: service users, staff, volunteers and managers what they thought about how well ARA does at meeting the needs of communities and groups. They used different ways to gather this information including: groups, interviews and surveys; to help to find out what people thought.

We also asked the Diversity Trust to do a 'health check' for ARA and to look at different parts of the organisation including: policies and training, how we can improve our services; and to let us know what we could do in some reports.

## What did they find?

They found most people thought ARA did really well at meeting the needs of different communities and groups. In fact when they asked people to score ARA from 1 to 5 how well people thought ARA did



people gave a score of almost 4 out of 5. This means ARA is doing really well, but there are some things ARA can do to make this score even better in the future.

### What do we need to do?

There are eight things ARA could do make the services more accessible to people from different communities and groups. These include:

**1** ARA could reach out to different equalities communities so more people from different communities and groups know about ARA and what a fantastic job it already does.

**2** ARA could give service users, peer mentors and volunteers the chance to take part in workshops to learn about different communities and let people know about what ARA does already to support different communities and groups.

**3** ARA could provide more training for staff and volunteers on the good things ARA already does on equality and diversity.

**4** ARA could have posters up in its offices and reception areas to tell everyone how much ARA is committed to meeting the needs of different communities and groups, to show how diverse ARA is and to show everyone is welcome.

**5** ARA could have leaflets in different 'community languages' so people whose first language isn't English will know what ARA does well too.

**6** ARA could offer a crèche so parents and carers could use ARA's services more easily.

**7** ARA could make some improvements to its buildings to make sure everyone, including disabled people, can use its services without there being any barriers.

**8** ARA could set up special services, perhaps with other organisations, for communities and groups who don't find it easy to use ARA at the moment, such as: lesbian, gay, bisexual and trans people; women and young people. This might be best done with other people's help and support.

### What do other people need to do?

There are also some things the people who give ARA it's funding, the 'commissioners', can do to help too these are:

**1** Commissioners could make sure people from different communities and groups can access services. They could do more research to find out what different communities and groups think themselves about the services and what could be done to help them to access services more easily.

**2** Commissioners could produce fact sheets or information sheets about the different communities and groups ARA and the other services work with. This will help us all to do a better job at meeting the needs of different communities and groups.

### How can I find out more?

If you want to find out more you can visit this website and download the reports and other documents [www.diversitytrust.org.uk](http://www.diversitytrust.org.uk)