

You can make a difference!

If you want something to change, you have to change something!

- ✓ **Helping visitors** – create an inclusion toolbox full of handy aides ready to use whenever someone needs them, e.g. a magnifying glass/sheet, pastel coloured transparent sheets to lay over forms, pen grips, ear defenders for concentration without noise, details for translation helplines, etc – remember to let customers know that this is available
- ✓ **Administration** – when creating forms, templates, checklists and other admin tools, remember to include a prompt to ‘consider protected characteristics’. Consider providing alternative formats such as large print, audio, video etc. Do a protected characteristics check (Equality Impact Assessment) when you introduce new processes or review existing ones
- ✓ **Text and images** – when creating a sign, poster, leaflet, factsheet, etc you can include diverse references to include everyone and challenge stereotypes. For example, including references to, or images of, female engineers, male social workers, disabled entrepreneurs & same-sex couples/parents. Symbols and picture-based info are more accessible and can help overcome language and literacy barriers
- ✓ **Scheduling** – when scheduling deadlines, meetings, events and appointments always check a multi-faith calendar and consider the impact of school terms and work hours on people’s availability
- ✓ **Meetings** – when sending out invitations always ask attendees / visitors if there is anything they need to help them access, or participate in, the meeting (for example, an interpreter, hearing loop, disabled parking bay, large font meeting papers, prayer break, baby feed/change facilities, etc)
- ✓ **Choosing suppliers** – when choosing a supplier of services, stationery, equipment, etc choose a fair trade supplier that is diversity-friendly - do they supply equipment to meet diverse needs? Do you want to be associated with organisations with a poor record on equality?
- ✓ **Awareness** – you can keep up to date on the latest diversity issues and promote awareness in your team by joining in events such as Black History Season, Gay Pride, International Day of Disabled People, faith days and other events. You can also find many thought provoking books and films on equality and diversity issues, such as TransAmerica, Oranges Aren’t The Only Fruit, Tomboy, The Help, Crash, The Colour Purple, My Left Foot, A Beautiful Mind, Provoked, Inside I’m Dancing and many more

Meeting Diverse Needs - Useful Contacts

[Equality and Human Rights Commission](#)

The Commission publishes guidance on equal rights, including FAQ's and good practice in providing fair customer services as well as fair employment. There is also a helpline offering advice.

[Acas](#)

Independent advice, FAQ's and free leaflets on equal rights in employment and the workplace; ACAS offers a helpline – you can call for free, impartial advice on any employment situation. Tel: +44300 123 1100

Sources of EDI-specific information & advice:

Text Relay Service – voice-to-text

Connects with textphone/minicom users
[Relay UK](#)

Remploy - Disability

[Remploy](#)

[Press For Change](#) – Trans equality

[Gendered Intelligence](#) - Expanding understandings of gender to improve trans lives

The Fawcett Society - women

[The Fawcett Society](#)

The Fatherhood Institute

[Fatherhood Institute](#)

Employers' Forum on Age

[Employers Forum on Age](#)

Language Line

24/7 interpreters via telephone
[Language Line](#)

BBC Religion Calendar & Tools

[BBC - Religion and Ethics - Tools](#)

Multi-Faith Centre

[The Multi-Faith Centre](#)

The Muslim Council of Britain

[Muslim Council of Britain](#)

[Mind](#) – Mental Health

Gingerbread – Lone Parents

[Gingerbread](#)

Carers UK

[Carers UK](#)

Stonewall – Lesbian, Gay & Bisexual

[Stonewall](#)

Employers' Forum on Disability

[UK Backorder](#)