Equality, Diversity & Inclusion Statement

Choice Wellbeing Service CIC

Last Updated: November 2026
Next Review: November 2027

Our Commitment to Equality, Diversity and Inclusion

At Choice Wellbeing Service CIC, we believe that everyone deserves to be treated with dignity, respect and understanding.

We recognise that people have different backgrounds, experiences, identities, abilities and circumstances, and that these differences should be respected and valued.

Our commitment to equality, diversity and inclusion is central to how we work, the services we provide and the relationships we build with individuals, families, practitioners and communities.

We aim to create an environment where everyone feels welcome, listened to and able to participate without unnecessary barriers.

Built around you, empowered by choice.

Equality Doesn't Always Mean Treating Everyone the Same

We recognise that people do not all begin from the same starting point.

Some individuals and families experience additional barriers because of disability, caring responsibilities, financial circumstances, communication needs, discrimination or difficulties accessing services.

Providing equal opportunities may therefore require different approaches, additional support or reasonable adjustments.

For us, inclusion means recognising individual needs and responding to them, rather than expecting everyone to fit into the same system.

We aim to provide support that is flexible, person-centred and responsive to the circumstances of those accessing our services.

Respecting Diversity

Choice welcomes and respects people of all backgrounds and identities.

We are committed to promoting equality and preventing unlawful discrimination, harassment and victimisation in accordance with the Equality Act 2010.

This includes respecting the protected characteristics of:

- Age.
- Disability.
- Gender reassignment.
- Marriage and civil partnership.
- Pregnancy and maternity.
- Race.
- Religion or belief.
- Sex.
- Sexual orientation.

We also recognise that individuals may experience disadvantage relating to caring responsibilities, socioeconomic circumstances, language, neurodivergence and other aspects of their lives.

Our commitment to inclusion extends beyond minimum legal requirements.

Accessibility and Reasonable Adjustments

We aim to make our services, information, learning opportunities and activities as accessible as reasonably possible.

We recognise that accessibility includes physical, sensory, communication, cognitive and emotional needs.

Where appropriate, we will consider reasonable adjustments, including:

- Alternative formats for information and resources.
- Different ways of communicating.
- Adjustments to activities or learning materials.
- Support with accessing online services.
- Consideration of sensory and environmental needs.
- Flexible approaches to participation where reasonably practicable.

We encourage individuals to tell us about adjustments that may support their access, while recognising that not everyone will feel comfortable disclosing personal information.

Further information is available in our Accessibility Statement.

Lived Experience and Individual Voice

Choice values lived experience alongside relevant knowledge, skills and practitioner expertise.

We recognise that individuals and families are experts in their own experiences and should have meaningful opportunities to contribute to decisions that affect them.

We aim to listen without assumptions, recognise individual strengths and challenges, and ensure that people's views are respected.

We also recognise the importance of children's and young people's wishes, feelings and needs, and the role of families and practitioners in supporting their participation.

Our approach encourages collaboration, respectful communication and shared understanding.

Inclusion Within Our Services

Our commitment to equality, diversity and inclusion applies across Choice's activities, including:

- Counselling and holistic wellbeing support.
- Information, advice and guidance.
- Training and online learning.
- Workshops, events and community activities.
- Publications and resources, including The Rainbow Guide.
- Recruitment, volunteering and practitioner development.

We aim to identify and reduce barriers to participation, while recognising that some services have specific eligibility requirements based on their intended purpose, funding or available resources.

Eligibility requirements will be applied fairly and without unlawful discrimination.

Creating a Respectful Environment

We expect everyone involved with Choice, including employees, practitioners, volunteers, visitors and those accessing our services, to treat others with dignity and respect.

Discrimination, bullying, harassment, victimisation and threatening or abusive behaviour are not acceptable.

Where concerns arise, we will respond appropriately and proportionately, in accordance with relevant organisational policies and procedures.

We recognise that respectful communication does not always mean agreement. Different perspectives can be explored constructively while maintaining dignity, appropriate boundaries and consideration for others.

Listening, Learning and Improving

We recognise that inclusion is an ongoing responsibility.

We will continue to reflect on our practices, listen to feedback and consider how our services can become more accessible and responsive.

We welcome feedback from parent carers, disabled people, neurodivergent individuals, practitioners and others who may experience barriers to accessing support.

Where improvements are identified, we will consider appropriate and achievable actions.

Raising a Concern

If you feel that you have experienced discrimination, exclusion or an accessibility barrier when accessing Choice, we encourage you to contact us.

We will take concerns seriously, listen respectfully and respond in accordance with our relevant procedures.

Concerns may also be raised through our Complaints Procedure.

Email: contact@choicewellbeingservice.org

Website: www.choicewellbeingservice.org

We will consider requests for reasonable adjustments when receiving and responding to concerns.

Statement Review

This statement will be reviewed annually or sooner where changes to legislation, organisational activities or identified needs make this necessary.

Our commitment to equality, diversity and inclusion will continue to inform how we develop and deliver our services.

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Built around you, empowered by choice.