



SPaCE (Specialist Provision and Cohesive Education)

Equality, Diversity, and Human Rights (EDHR) Policy

Policy Lead: Dene Terry / Siobhan Bunce

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1. Introduction

SPaCE is committed to promoting equality, diversity, inclusion, and human rights across all areas of our service. We believe in upholding dignity, fairness, and respect for every individual, and we strive to eliminate discrimination, harassment, and inequality. This policy explains how SPaCE meets the requirements of key legislation including the Equality Act 2010, Human Rights Act 1998, Accessible Information Standard, UK General Data Protection Regulation (GDPR), and the Data Protection Act 2018.

2. Legal and Regulatory Framework

This policy complies with and supports the following legislation:

- Equality Act 2010 – Protects individuals from discrimination and ensures fair treatment.
- Human Rights Act 1998 – Promotes respect for individuals' rights and freedoms.
- Accessible Information Standard – Ensures people with communication or information needs can access services effectively.
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018 – Regulate how we handle, record, and share personal information.
- Care Act 2014 – Promotes wellbeing and person-centred care, with a focus on choice, dignity, and respect.

3. Reasonable Adjustments

SPaCE recognises its legal and ethical duty to make reasonable adjustments to remove or reduce disadvantages faced by people with disabilities. We will:

- Offer a range of communication formats, including braille, large print, easy-read, audio, and digital.
- Use sign language interpreters, text relay, or speech-to-text tools when required.
- Ensure our premises are accessible, including adapted toilets, ramps, and clear signage.



- Adapt care plans and delivery methods based on individual physical or communication needs.
- Provide staff training on making reasonable adjustments and identifying barriers to access.

3.1 Accessible Technology and Communication

SPaCE ensures that all telephone and digital services are accessible by:

- Using phone systems compatible with hearing aids and text relay services.
- Offering alternative contact methods such as email, live chat, or written formats.
- Ensuring websites, portals, and digital tools are compatible with screen readers and other accessibility features.
- Supporting individuals who have difficulty with technology by offering guidance or in-person support.

4. Understanding and Respecting People's Needs

SPaCE values every individual's personal, cultural, social, and religious background. These needs are essential to delivering respectful, person-centred care.

4.1 How These Needs Relate to Care

Cultural dietary preferences will be included in meal planning.

- Religious observances, such as prayer times or fasting, will be accommodated wherever possible.
- Gender preferences for staff and other social considerations will be respected in the delivery of care and support.

4.2 How Staff Will Respond

All staff receive training in equality, diversity, and cultural awareness.

- Staff will consult individuals about their preferences and beliefs at the start of care and during reviews.
- This information will be used to tailor care plans and service delivery in a way that promotes dignity and inclusion.



5. Information Sharing and Management

SPaCE respects individuals' right to privacy and confidentiality. We manage personal information in line with legal standards and ethical practice.

5.1 Recording Information

Personal information, including accessibility needs, cultural preferences, and communication requirements, will be recorded clearly in care plans or service records.

Records will be kept up to date and reviewed regularly to reflect any changes in needs or preferences.

5.2 Sharing Information

Information will only be shared with others (such as healthcare providers or local authorities) when the individual consents, or when there is a legal requirement or safeguarding concern.

- Consent for information sharing will be clearly recorded, and the individual will be informed of what is shared and why.
- Where needed, information about accessibility or communication needs will be shared with others involved in delivering care to ensure continuity and effectiveness.

6. Addressing Unacceptable Behaviour

SPaCE does not tolerate bullying, harassment, or discriminatory behaviour towards service users, staff, or visitors.

- Any incidents of harassment, abuse, or discriminatory treatment will be investigated and addressed promptly.
- Individuals affected will be supported, and clear procedures will be followed in line with Space's safeguarding and complaints policies.
- Staff are trained to identify, challenge, and report unacceptable behaviour.
- Visitors and service users will be made aware of behaviour expectations through service information and signage.

7. Staff Training and Responsibilities

All SPaCE staff are responsible for:



- Promoting inclusive, respectful, and non-discriminatory practice in all interactions.
- Applying the principles of equality, diversity, and human rights in care and service delivery.
- Making reasonable adjustments and supporting individuals with accessibility needs.
- Recording and sharing information appropriately and lawfully.
- Reporting concerns related to discrimination, harassment, or safeguarding.
- Training is provided at induction and refreshed regularly to ensure all staff remain up to date with best practice and legal responsibilities.

8. Monitoring and Review

This policy will be reviewed annually or sooner if legislation changes or feedback indicates improvements are needed.

- Feedback from service users, staff, and external partners will be actively sought and used to evaluate effectiveness.
- Equality impact assessments may be carried out when planning or changing services.

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Date of Next Review: 01/10/2026