

Bolton Complex Safeguarding and Youth Justice Service

Diversity Policy - Commitment to Diversity

Vision

Bolton Complex Safeguarding Youth Justice & Service (CSYJS) acknowledges different people have different needs and circumstances therefore all practitioners will make every effort to adapt the way in which we deliver our service.

This statement sets out how the CSYJS will work with children, young people, families, victims, and partnership organisations to promote our person-centred approach.

The CSYJS is a public organisation with statutory functions governed by key pieces of legislation. In carrying out its duties the CSYJS and its staff will comply with the legislation in relation to diversity. These include:

- Crime and Disorder Act 2000
- Sex Discrimination Act 1976 (amended 1986 and 1999)
- Race Relations Act 1976 (amended 2000)
- Children Act 1989
- Disability Discrimination Act 1995
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Gender Recognition Act 2000

Evidence from desistance theory emphasises the need for a holistic, flexible and person-centred approach to supporting people. The CSYJS will ensure they consider and evidence that consideration has been given to how a young person or family will be able to respond to the proposed intervention. The CSYJS will therefore continually review and reflect on how it delivers a service and learns from those involved with the service (Please see also the CSYJS Participation Strategy)

How We Will Do This

1. Provide a high-quality service which is well planned, effective, evidence based, and takes account of diversity needs. Services will be personalised, focusing on the child or young person's specific circumstances, and responsive in addressing the assessed needs of the case. This personalised approach will give children and families as much choice and control as possible over the support they receive and will include, but by no means be limited to, an individual's protected

characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sex).

2. Other diversity factors that may have an effect on an individual's ability and capacity to engage in interventions, such as maturity, location of accommodation, learning needs, mental health concerns and cultural identity will also be taken account of.
3. All CSYJS staff have a responsibility not to discriminate in the way we treat users of our services, and will challenge any inappropriate behaviour we become aware of. This includes all staff, i.e., administrative staff, practitioners, students and managers.
4. Managers have a responsibility to ensure that our services respond to the needs of the diverse individuals and communities we work with. Managers should actively address equality and diversity issues in supervision, case management discussions, appraisals and service delivery plans and guidance. Managers should also proactively support staff in raising diversity issues and seeking solutions.
5. Ensure that diversity is part of training, appraisal, supervision processes and quality assurance of reports and case records.
6. Provide an accessible building and facilities where possible, or offer local alternative meeting places when the CSYJS office is not suitable for the service user's needs
7. Ensure the office waiting areas and interview rooms are child friendly and seek to reflect the culture of the wider community
8. Consider the background, gender, ethnicity of the practitioner when allocating work
9. Explore ways of consulting with and getting feedback from service users from all backgrounds regarding the quality-of-service delivery
10. Have access to trained and accredited interpreters and translators who are made familiar with the work of the CSYJS, and ensure staff are competent in using interpreters
11. Aim to provide information in various formats, (for example, different languages, large print, Braille, facilities for the deaf and hard of hearing) which is in clear and understandable language.
12. Ensure that quality arrangements are in place and that diversity is addressed in reports, assessments, and intervention plans.
13. Collate and share best practice with staff

How will we measure our progress?

- a) The CSYJS has a duty to collect information about our service users with regard to age, disability, ethnic origin, gender, language and religion. In addition to being a legal requirement, the information will assist us in obtaining a better understanding of the individual child and family's ethnic and cultural heritage, religious beliefs and their needs arising from these. This will assist the service in ensuring a personalised approach, focussed on the child or young person's specific circumstances, which addresses their needs and gives them as much choice and control as possible over the service they receive.
- b) The CSYJS will utilise available tools such as the YJB "*Youth Justice Application Framework (YJAF) ethnic disparity tool*" to increase the service's understanding of any local issues or concerns, which will be presented quarterly to the Youth Justice Management Board. Plans & actions to address any disparities will be identified across the partnerships.
- c) The CSYJS will monitor and analyse the comments, compliments and complaints we get in relation to diversity.
- d) In the annual participation report submitted to the CSYJS Management Board, diversity will be included.

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