



Equality, Diversity and Inclusion Action Plan

Update - August 2023

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In Place2Be we use an analogy to help bring Equality, Diversity and Inclusion (EDI) to life.



Equality means everyone is invited to the table



Diversity is seen, heard and recognised at the table



Inclusion means everyone gets a voice at the table

Our commitments



1. Our Practice

ensure our direct work in schools is accessible and delivers impact to the full school community

2. An inclusive and diverse mental health workforce

promote the value of a diverse workforce and ensure that our training programmes are accessible to all

3. Our people

create an inclusive workplace to attract, retain and develop a talented team from all backgrounds and cultures

4. Learning

educate ourselves, establish and promote an open and honest dialogue about race, diversity and inclusivity within Place2Be

5. Communication

consistently demonstrate our commitment to inclusivity in our communications, both internally and externally

Since the last update we've achieved



1. Our Practice

- room resources guidance rewritten and issued to all current and future schools, funding secured to support new schools to provide inclusive resources
- external provider commissioned to translate key documents into most common languages
- six schools have completed delivery of the race awareness programme, a further seven are delivering or have agreed dates, and 28 schools have registered interest
- 50 staff from 23 schools have attended the live training sessions
- 5 primary schools have registered interest in the next phase of the programme
- 42 members of school staff have attended 'Conversations about race' live webinars and the webinar recordings have been viewed 2487 times
- in Kent, male engagement with Place2Talk has risen by up to 10%
- in London South there's been a 10% rise in children from black/black British communities accessing one to one counselling
- In London & West 11% of one to one counselling and 16% in Place2Talk were with asian children and young people

2. Mental health workforce

- 16% of our zero-hours Trainer pool are from ethnically diverse backgrounds
- 40% of our 27 Postgraduate Diploma Year 1 students are from racialized communities
- 77% of our 13 Level 4 Diploma students are from groups underrepresented within the counselling profession
- Toolkit for anti-oppressive practice 'Race is Complicated' at design stage

3. Our people

- 23% of our workforce are from diverse backgrounds
- 7.8% of our workforce identify LGBTQIA+
- almost 22% of our counsellors are from diverse groups
- we now have almost 30% of colleagues providing their social mobility data

4. Learning

- new Race Equality Forum, our third employee EDI network, has begun to meet and is agreeing terms of reference and meeting rhythm activity
- learnings from our colleague networks are being shared at our EDI Steering Group
- 16 colleagues completed the second programme of reciprocal mentoring
- 167 colleagues have completed session one and 165 colleagues have completed session two of Inclusion at work

5. Communication

- BSL interpretation of CMHW video
- added translation widget to the Parenting Smart site.
- co-ordinated Pride Month communications including external activity, and internal communications featuring our own colleagues

Our priorities for the year ahead



1. Our Practice

- working towards achievement of LGBT Youth Scotland Gold Chartermark (we're currently Bronze)
- increase ethnic diversity of our school based colleagues
- expand the PwC racial awareness programme to more schools
- use our data to better understand the diversity of the communities we serve
- deliver three more 'Conversations about race' webinars on Staffroom

2. Mental health workforce

- delivering two qualification programmes with anti-oppressive practice at the centre
- learning from the above delivery and applying that learning to reviews of Level 2 and Level 3 programmes
- updating of training PowerPoints to ensure presentations are in accessible colour themes and layouts and include imagery to reflect diversity of our communities

3. Our people

- reviewing our job adverts to ensure they're inclusive and attract a diverse talent pool
- reaching 0% no data for EDI reporting on Cascade (our people system)
- asking all our colleagues to update their social mobility questions in Cascade
- developing our LGBTQIA+ and menopause policies, and ensuring all our people policies reflect EDI best practice

4. Learning

- Pulse Survey EDI tracking question to be reworded, following feedback from EDI Steering Group, this will be used from October 2023 Pulse Surveys
- aim to increase our EDI networks to five by the end of the year
- continue delivery of 'Inclusion at work' sessions
- reviewing lessons learnt from reciprocal mentoring, and offer a third programme
- extend availability of mentoring for all staff

5. Communication

- ongoing plans with Plus+ group – beyond Pride Month
- adding more of our colleagues voices in our careers pages
- translation of in-school flyer for parents into 11 key languages
- adding an accessibility/translation 'widget' to our main website

Actions: renew or reset

As part of this review and update of the current plan actions, we'll be also be reviewing to see where actions have now been achieved by becoming part of our business as usual, and what our data is informing us about new actions. The Autumn 2023 update will contain either revised or new actions within each of the five focus areas.

Our people



Here's data on how we track the diversity of our workforce.

% DATA	APRIL 2023	JULY 2023	
% of diverse* colleagues	22%	23%	
% of LGBTQIA+ colleagues	7.5%	7.8%	
% of colleagues with declared disability	7.5%	8%	
% of colleagues identified as male	11.5%	12.5%	
% of social mobility records updated	20%	29%	

*diverse, for this report uses the ONS definitions and refers to all non-white colleagues.

Pulse survey tracker



We ask this EDI tracking question in each Pulse Survey: "People here are treated equally irrespective of ethnicity, gender, disability, age, sexual orientation or religion." This will be the last report to use this question, which will be reworded following feedback from our EDI Steering Group.

% DATA	AUTUMN '22	SPRING '23	
% strongly agree	39.5%	44%	
% agree	45%	43%	
% neutral	12%	9%	
% disagree	3%	3%	
% strongly disagree	0.5%	0.5%	



EDI Action Plan

Our five commitments progress

1. Our Practice

Action 1



Action

Minimise barriers to accessing the Place2Be service by underrepresented communities (for example: Asian/Asian British families).

How we'll do it

- #1 Create a small poll for schools to better understand barriers for under-representation of Asian and Asian British students
- #2 Use gender and ethnicity data from SSS to compare with DfE population to be released Autumn 2022; up-to-date analysis will be revisited by the R&E Team and shared with local delivery teams to assess individual school accessibility and take-up of our service
- #3 Review Area Action Plan templates and include EDI related actions
- #4 Translate relevant school materials to priority languages and use of mental health resources readily available in other languages

When/Progress

- #1 Management teams and school based staff now use monthly data to continuously monitor service user representation. Data showing improvement in representation.
- #2 Findings have been analysed and will be reported to Practice & Quality meeting.
- #3 Area Action Plans are now in regular use and progress reported quarterly to Exec, these reflect local approaches to EDI.
- #4 External provider commissioned to translate key documents into most common languages. Further work in progress on live translation services.

1. Our Practice

Action 2



Action

Tackling racism in schools

How we'll do it

#1 Review and refresh resources and equipment used in clinical practice to ensure it is culturally appropriate and inclusive.

#2 Pilot PwC programme underway in 10 partner schools. An evaluation strategy is in place along with proposed delivery for years two and three, with continued support from PwC.

#3 Develop an anti-racism webinar for schools for teachers and support staff.

When/Progress

#1 Room resources guidance rewritten and issued to all current and future schools, funding secured to support new schools to provide inclusive resources.

#2 In phase two, for the year 2022/23: 28 schools registered and interested, 7 schools delivering the programme already/dates set and 6 schools completed delivery. 50 staff, representing 23 schools have attended the live training sessions, 594 pre surveys already completed by students, 14 Staff Room schools signed up to deliver from Autumn term, 5 Primary schools interested for Phase 3. Interim findings to be reported September 2023

#3 This was tested and promoted through the Place2Be Staffroom in 2022, with attendance of 42 members of school staff attending two exclusive live webinars on 'Conversations about Race'. The webinar recordings have 2487 views in total, to date. Three more race webinars will be delivered on Staffroom from 2023-2024.

2. Mental health workforce

Action 1



Action

To enhance the theoretical knowledge base by diversifying current curricula.

How we'll do it

- #1 Review of Postgraduate Diploma, content and delivery team for both years.
- #2 Project Management in place for prioritising and keeping teams on track for ED&I content review of Level 2, Level 3 and Staff and CoP Training.

When/Progress

#1 This work is ongoing.

This is work which needs constant review in line with an ever changing world. Project team are focusing on two strands:

1) Structural Development

- Clinical Leadership of the programmes is delivered by four women, two are from racialized communities, two are white.
- We have added two (White) men to the permanent staff team.
- The application process for the Level 4 Bursary places was extended over 3 weekends and in scheduling the trainers we ensured that we had a range of representation.
- Working within diversity is a key focus of supervision

2) Content development across all programmes and trainings

- In-the-room group contracting - updated for Autumn term 2023
- Diversification of imagery, language, & videos (Level 4 and PG Diplomas done by Sept 23, Level 2 & Level 3 Easter 2024)
- Diversification of reading lists (Level 4 and PG Diplomas done by Sept 23, Level 2 & Level 3 Easter 2024)

#2 Level 2 review started with introductory programme for bursary applicants, Level 2 to be continued and Level 3 to be started from Autumn term 2023.

2. Mental health workforce

Action 2



Action

Increase diversity in the trainer pool.

How we'll do it

- #1 Reduce barriers to joining by simplifying the recruitment process.
- #2 Specifically target potential trainers in the existing school-based workforce.

When/Progress

- #1 We have 16% of our zero-hours Trainer pool are from ethnically diverse backgrounds, and 38% of the Mental Health Workforce staff team are from ethnically diverse backgrounds
- #2 We will be opening up a round of internal recruitment for Place2Be school-based colleagues or Clinical Supervisors, targeting specific geographic locations where we are currently struggling to schedule training. Our priority is to bring more representation into the pool.

2. Mental health workforce

Action 3



Action

Lead thinking across Mental Health profession on EDI.

How we'll do it

#1 Chair and work with the coalition of mental health sector training providers, accreditation providers, and membership bodies.

When/Progress

#1 We are in the final design-stage of the Toolkit development. There will be a launch on October 18th at 175 St John St, all members of the coalition will be invited. Myira Khan (Muslim Counsellor & Psychotherapist Network) and Jessie Kaur (British Association of Counsellors and Psychotherapists) will host the Webinar.

Danielle DZA Ifakemi Osajivbe-Williams and Marcelline Menyié, the writers of the Toolkit will be present at the launch.

Danielle and Marcelline delivered a workshop on exploring diversity to the Place2Be Trainer pool in June 2023.

2. Mental health workforce

Action 4



Action

Remove barriers to entry to the children's mental health workforce for a more diverse and representative cohort of trainee practitioners.

How we'll do it

- #1 Establish a bursary scheme with an existing funder (Wolfson).
- #2 Extend the bursary work to include full qualification route.

When/Progress

#1 Ten students are taking up bursary places on our new Level 4 Diploma programme having been through an eligibility and assessment process.

#2 The recipient of the Wolfson bursary for the PG Dip has successfully completed the programme and is now fully qualified.

We're opening up places in each Level 2 and Level 3 cohort at a reduced rate subject to eligibility. In the first instance we have a list of unsuccessful Level 4 Diploma applicants who would have done better on the application process if they had already completed a Level 2 and Level 3 foundation level programme. If a cohort isn't full as the start date approaches, more last-minute offers will be made.

2. Mental health workforce

Action 5



Action

Increase awareness of the impact on mental health for children and young people with protected characteristics.

How we'll do it

#1 Develop specific webinar and self-directed content on the impact of protected characteristics on mental health.

#2 Release on Place2Be Learning Hub and Counsellor on Placement Hub

When/Progress

#1 Sexual Development training now Child Sexual Abuse training (developed in conjunction with Safeguarding) are both live on the Learning Hub (Hive) and have received a lot of engagement, in comments and discussions, from colleagues.

#2 Care Experienced / Looked after Children training content is 80% complete, Safeguarding are developing their additions ready for review. Next step is to plan integration into the induction, as it will be a mandatory training in first six months for new starters.

2. Mental health workforce

Action 6



Action

To improve the general accessibility of our training courses.

AND

Improve process for offering reasonable adjustments to students with additional learning needs (ALN).

How we'll do it

#1 Review Reasonable adjustment flowchart so process for offering adjustments is clear and consistent for programme coordinators/managers/leads when working with students with ALN's.

#2 Develop updated central list of reasonable adjustment resources

#3 Improve accessibility of training resources in the classroom

#3 Improve accessibility of training resources in the classroom

When/Progress

#1 Reasonable Adjustment Flowchart has been updated and process has been shared with MHWF, with clarity around responsibility of PC/ PM and panel if needed.

#2 List of reasonable adjustments resources has been updated - now includes resources categorised by Mild, Moderate, Complex, Digital adjustments. HR and EP approved

#3 The following resources are in development

- Microsoft tablets now available to use by students in training (there are 2 tablets available at reception for students to borrow if needed during training sessions for extra support)
- Updating of training PowerPoints to ensure presentations are in accessible colour themes and layouts and include imagery to reflect diversity of our communities (to be completed by December 2023)
- Hearing Loops in all training rooms (currently confirming HL availability in Room B)
- Ensuring all videos shared are captioned (July 2023 – in process of confirming captions with Siren Films)

3. Our people

Action 1



Action

Grow a diverse and inclusive workforce.

How we'll do it

- #1 Continue to improve our baseline of having 20% of our workforce from racial diverse groups.
- #2 Work towards Increasing our workforce across protected characteristics groups.
- #3 Track social mobility data at recruitment application stage as well as for existing staff.
- #4 Work towards attracting diverse students for our work experience programme.
- #5 Continue to increase the diversity of Counsellors on Placement.

When/Progress

- #1 By the end of July 2023, 23.32% identified with a diverse background.
- #2 By July 2023 LGBTQ+ colleagues had increased to just over 8%, compared with just under 7% in July 2022.
- #3 We now track social mobility data at recruitment stage and for existing staff and are working on timing for reporting findings. We've reminded colleagues to update their Cascade record (currently 20% of employees have done so).
- #4 In July we welcomed 13 young people as part of our work experience programme.
- #5 As of July 2023, 21.54% of our counsellors were from diverse groups compared to 20.94% in July 2022.

3. Our people

Action 2



Action

Improve the diversity of the executive and leadership teams and board of trustees.

How we'll do it

#1 Use inclusive and diverse initiatives at all stages of recruitment.

#2 Report on gender and ethnicity pay gap and seek to address identified issues.

When/Progress

#1 We have intentionally extended our advertisements reach, particularly on social media. Our recruitment materials now contain inclusive Images as well as inclusive language. We have recently refreshed our employer brand making this more inclusive. We work with recruitment agencies who specialise in EDI recruitment.

#2 Pay gap reporting is now established as part of our regular rhythm of reporting activity.

3. Our people

Action 3



Action

Support career progression of staff from diverse groups.

How we'll do it

- #1 Develop and deliver career programmes targeted at promoting career development for staff from diverse groups.
- #2 Encourage sharing stories of 'career success stories' across Place2Be.

When/Progress

- #1 Reciprocal mentoring cohort two completed, we plan to offer a new run of the programme in early 2024. We're now developing our management development programme which will include EDI as a golden thread running through all modules.
- #2 Due to other EDI initiatives this will begin from Autumn 2023.

3. Our people

Action 4



Action

Retain a diverse workforce.

How we'll do it

- #1 Seek to understand the demographics of our leavers through our quarterly turnover reports.
- #2 Address retention trends through staff surveys and exit interviews.
- #3 Have people policies that promote Equality, Diversity and Inclusion.

When/Progress

- #1 Analysis from these surveys are now shared with relevant managers and targeted action plans are put in place as required.
- #2 Quarterly turnover reports are produced, and targeted action plans are being put in place to address any trend. In June 2023 the People Team reviewed the exit questionnaire and provided additional guidance to explore career progression and development, two reasons many colleagues give as a reason. The Spring Pulse Survey feedback also provided additional context.
- #3 Nine people policies were approved by our People & Culture Committee in July 2023, these contain EDI content. Plan is to review the EDI Policy in Autumn 2023.

3. Our people

Action 5



Action

Fostering a positive, open, transparent and inclusive workplace culture.

How we'll do it

- #1 Create a space within the EDI Steering Group to support important conversations on items around protected characteristics.
- #2 Support the creation of employee led networks based on what matters to our workforce.
- #3 Run webinars (3-4 speakers in a year to reflect protected characteristics and topics that matters most to our workforce).

When/Progress

- #1 This is a standing item on each agenda.
- #2 We have three EDI Networks: Plus group, for LGBTQIA+ colleagues, Hearing loss support and Race Equality Forum. These all provide updates to the EDI Steering Group. During Pride month our Plus group led on initiatives to raise awareness as well as providing personal insight through blogs.
- #3 Through our membership of Inclusive Employers we offer colleagues the opportunity to attend their webinars, these are running, on average, three webinars a month. As part of Pride Month we ran a Trans webinar with over 80 colleagues joining.

4. Learning

Action 1



Action

Develop cultural humility in all teams to maximise cross cultural understanding and engagement.

How we'll do it

#1 Continue to deliver 'Inclusion at work' – a programme for Place2Be staff to participate and reflect, in a safe space, facilitated by PwC, includes two 90-minute sessions covering different types of bias, how colleagues might mitigate against bias and consider ways to maintain the conversation between the sessions/ Include team-based 'Include me at work' sessions.

#2 Ensure all new starters complete the Inclusion works modules as part of their induction.

#3 Develop an EDI training module as part of Place2Be's leadership and management programme.

When/Progress

#1 Two sessions have been delivered in the first half of 2023, with another two scheduled for the remainder of this year. So far, 167 colleagues have completed session one and 165 colleagues have completed session two.

#2 All new starters follow Inclusion Works as part of their induction pathway on the Learning Hub.

#3 This will form part of our management development programme, where EDI will run through all modules as a golden thread. The new management programme is scheduled to start in Autumn 2023.

4. Learning

Action 2



Action

Develop and maintain a strong governance and staff voice.

How we'll do it

- #1 Executive Director responsible for each commitment provides quarterly reports to the trustee.
- #2 Have an active staff forum in our school community as well as our office community.
- #3 Continue to research diverse and inclusive best practices in order to learn and embed good practice.

When/Progress

- #1 EDI reporting is a standing agenda item at the executive meeting on a quarterly basis.
- #2 We have established a staff forum for office-based, consisting of six colleagues, and school-based, consisting of ten colleagues, each is chaired by an Exec Director and have established a rhythm of meeting activity.
- #3 We're a signed up member of Inclusive Employers the UK's first and leading membership organisation for employers looking to build inclusive workplaces. We will use these resources, and consultancy support, to continue to embed EDI across Place2Be.

5. Communication

Action 1



Action

Use of more inclusive terminology and broader representation in communicative materials.

How we'll do it

- #1 Review and update website content and style guide to reflect fully inclusive language and best practice.
- #2 Develop content/materials to show support and solidarity with LGBTQIA+ colleagues and community, including children and young people (CYP) we support.

When/Progress

- #1 New style guide rolled out across the organisation.
- #2 Range of LGBTQIA+ content and logo, promoted throughout June 2023 as part of Pride Month, including internal and external comms featuring colleagues.

5. Communication

Action 2



Action

Ensure materials are accessible to people with hearing and visual impairments

How we'll do it

#1 Update Place2Be brand guidelines to meet the new accessibility criteria. Also update website and brochure design and copy to make content accessible in line with best practice.

#2 Ensure all video content now carries subtitles, in line with best practice for people with hearing impairment.

When/Progress

#1 New brand guidelines are being applied to all new creative content.

#2 All video content is now subtitled across all platforms.

5. Communication

Action 3



Action

More inclusive and diverse visual representation of Place2Be staff and communities we support, on website and other promotional content.

How we'll do it

#1 Recruit a broader range of staff members, across all demographics, for marketing photo shoot, video creation and other promotional content. This is particularly important in showcasing and role modeling the importance of diversity across roles – and showcasing career opportunities.

#2 Creation of more illustrative figures for school marketing materials, to give us more flexibility to promote a broader range of diversity.

When/Progress

#1 Updated careers pages now live, further staff photoshoots took place earlier this to refresh staff image bank.

#2 'Staff voice' videos, discussing their careers, are being added to the Place2Be website careers/jobs page and promoted via social feeds each month. Part of our Employer brand project promoting 'A Career with Purpose'.

5. Communication

Action 4



Action

Ensure in-school service promotional materials.

How we'll do it

- #1 Translation of in-school promotional materials and consent forms for parents - into 11 key languages, including Welsh.
- #2 Addition of accessibility/translation 'widget' to Place2Be's Children's Mental Health Week site.
- #3 Widget to be added to main website.

When/Progress

- #1 Materials to be available in 11 languages from Summer 2023. Place2Be main website has a dedicated Welsh language section.
- #2 Parenting Smart translation widget added June 2023.
- #3 Widget to be added to main website from August 2023.



EDI Action Plan

Update - August 2023