



PHA QUALITY STANDARDS NEWS

November 2023

In focus – Equality and diversity

Are you open for business for everyone?

Did you know the Equality Commission for Northern Ireland has a range of resources to support your organisation to ensure that equality and diversity is actively promoted? Why not have a look for yourself. Here are a few of the tools, policies, and procedures available:

- Carry out an accessibility self-assessment audit – [Every Customer Counts](#)
- Use the [Access Action Plan](#) template to prioritise, implement and evaluate any changes you decide to make.
- Use the [Inclusive Customer Services Statement & Policy](#) to tell people about the steps you have taken to make every customer count.
- Sign the [Every Customer Counts Charter](#) and join the growing list of business committed to promoting accessible services.
- Use the [templates provided](#) to create your own organisation's policies and procedures.
 - [Equal Opportunities Policy](#)
 - [Harassment & Bullying Policy](#)
 - [Harassment & Bullying Procedure](#)
 - [Grievance, Harassment and Bullying Procedure](#)
 - [Recruitment & Selection Policy and Procedure](#)
 - [Joint Declaration of Protection](#) (also see the NI Employment Relations Roundtable's model workplace policy statement and [Joint Signed Statement](#))
 - [Equality Policy for Service Providers](#)

Equality Policy for Service Provision

Why have an Equality Policy on Service Provision?

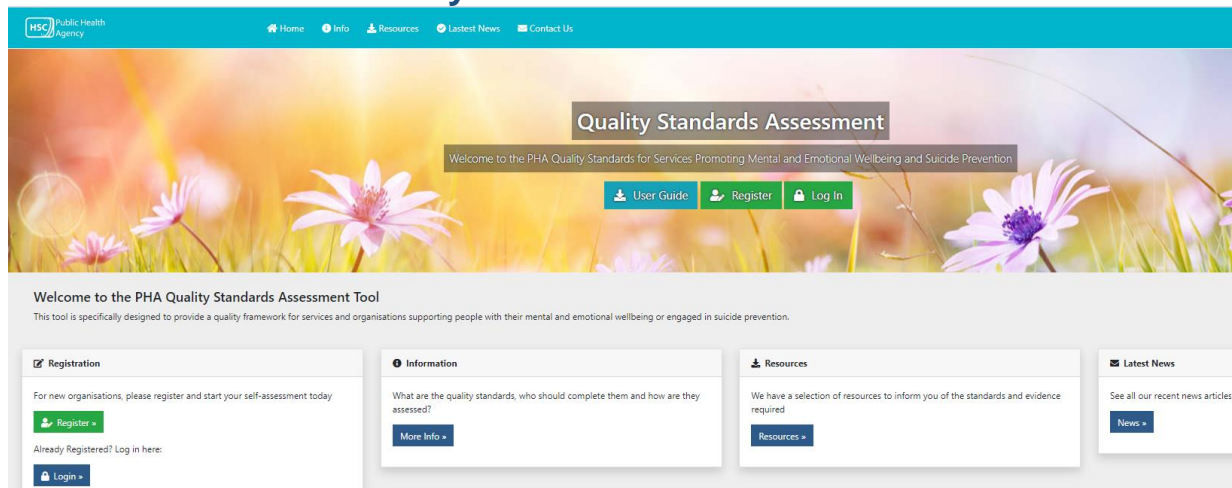
Many organisations have, in their role as employers, already adopted equal opportunities policies in the area of employment in order to demonstrate to employees that the organisation takes equality issues seriously. A policy on service provision has specific focus on customers. Organisations which provide goods or services to the public will wish to adopt a similar policy towards customers and service users to show their commitment to equality of opportunity.

[Example Equality Policy for Service Providers policy](#)

[Guidelines for providers of goods, facilities and services on developing an equality policy for service provision](#)

PHA Quality Standards for Services Promoting Mental and Emotional Wellbeing and Suicide Prevention

There are several ways to find out more about the standards:



- **Visit the Standards website** - <https://standards.pharesourcehub.co.uk/> - download the standards, watch introductory videos, register and start your self-assessment.
- **Watch the awareness raising video** – Short 13-minute awareness raising video which will help increase understanding of the standards and provide an overview of the requirements that will support organisations to meet the standards. Click [here](#) to view.

If you require further details or are interested in a one-to-one hour-long zoom session on the PHA standards, please contact Brenda on 07702509314