

This brief factsheet offers general sources of information on managing diversity, promoting inclusion and producing equality and diversity policies. We have written this for organisations that do have the resources to commission a Breakthrough consultant to review and develop their policies in a more tailored way.

There is a strong business case for promoting diversity and inclusion, both in terms of employment and within service delivery. Managing diversity is an ongoing process, so policies are just a starting point. Action is critical. Equal Opportunities policies tend to focus on equality legislation and working practices. Diversity policies are more about embedding inclusion and involvement within the culture of your organisation.

**Disability Action Training** for all of your staff will help to bring about these changes. **Breakthrough UK's Training and Consultancy Department** works with organisations across the public, private and voluntary sectors to remove disabling barriers and promote independence. Our innovative and practical approach results in tangible benefits and culture change.

- All our trainers and consultants are disabled people, who combine expertise in their fields with lived experience of disabling barriers.
- Our bespoke service offers customers solutions specifically tailored to their operational and strategic needs.
- Our standardised training packages give an excellent grounding in customer care, legislation and the nature of disability.

Contact tel: **0161 273 5412**, answerphone minicom: **0161 273 5727**, or email [TandC@breakthrough-uk.co.uk](mailto:TandC@breakthrough-uk.co.uk) for more information on how we can help you to manage diversity.

**Landing a Job** is a Breakthrough publication about successfully employing disabled people. It includes a chapter on effective personnel policies and procedures. Although the legal information within it is now dated, it still contains some useful practical advice on training - especially on action planning - and on achieving cultural change. This is available electronically from us and on our website at:

[www.breakthrough-uk.co.uk/Resources/publications/research](http://www.breakthrough-uk.co.uk/Resources/publications/research)

Our booklets, **B3: Good Practice in Recruitment and Retention** and **B8: Resources on Barrier Removal and Inclusion** both contain relevant information. Copies are available from us or you can download them from our website: [www.breakthrough-uk.co.uk/Resources/factsheets](http://www.breakthrough-uk.co.uk/Resources/factsheets)



The **Equality and Human Rights Commission (EHRC)** also has guidance on developing an equality policy and action plan:

<http://www.equalityhumanrights.com/advice-and-guidance/information-for-employers/how-to-tackle-discrimination-and-promote-equality/#2>

See also their guide for small businesses on creating an inclusive workplace:

<http://www.equalityhumanrights.com/our-job/our-publications/guidance-and-good-practice-publications/guidance-and-good-practice-for-employers/>

The EHRC's helpline can be contacted on:

**0845 604 6610** - England main number 0845 604 6620 - England textphone

0845 604 6630 - England fax

Monday - Friday 8am - 6pm

Equality and Human Rights Commission Helpline, Freepost RRLG-GHUX-CTR, Arndale House, Arndale Centre, Manchester M4 3AQ

Email: [englandhelpline@equalityhumanrights.com](mailto:englandhelpline@equalityhumanrights.com)

**ACAS** have a network of Equality and Diversity Advisors who can be contacted through their customer service team on **08457 38 37 36**. They will look at your current policies and procedures and recommend improvements. They do not charge for the first visit. Their online advisory guide 'Delivering Equality and Diversity' contains guidance on reviewing your equality policy and action plan, and includes a sample policy. This is online at:

<http://www.acas.org.uk/CHttpHandler.ashx?id=1048&p=0>

The **ACAS Helpline** provides confidential advice on equality issues, as well as on other aspects of employment rights and regulations. Tel: **08457 47 47 47**

(Monday to Friday, 8am to 8pm / Saturday, 9am to 1pm)

**Equality North East**, aimed at employers in the North East, have a brief factsheet on structuring an equal opportunities policy:

<http://www.equality-ne.co.uk/resources/policy.html>

Other equality resources can be accessed from their home page:

[www.equality-ne.co.uk](http://www.equality-ne.co.uk)

The **CIPD** (Chartered Institute of Personnel and Development) has lots of information online on managing equality and diversity, including tips for action. This is aimed at Human Resources professionals: [www.cipd.co.uk/subjects/dvsequi](http://www.cipd.co.uk/subjects/dvsequi)

For more information on any of the above, please contact us on:

Tel: **0161 273 5412**

Answerphone minicom: **0161 273 5727**

Email: [advocacy@breakthrough-uk.co.uk](mailto:advocacy@breakthrough-uk.co.uk)

Further good practice information is available online at  
[www.breakthrough-uk.co.uk](http://www.breakthrough-uk.co.uk)