



Equality, Diversity and Inclusion Statement

1. Purpose

At Horizon Support Services, we believe that every person has equal value and should be treated with dignity, fairness and respect.

We are committed to creating an environment where diversity is celebrated, inclusion is actively promoted, and discrimination has no place.

This commitment applies equally to the people we support, their families, our employees, volunteers, contractors, visitors and anyone who comes into contact with our organisation.

Our aim is to ensure that everyone feels welcomed, respected and able to participate fully in the life of our homes and our organisation.

2. Our Principles

Everything we do is guided by the following principles:

- Every person deserves dignity and respect.
- Individual differences should be recognised, valued and celebrated.
- Everyone should have equal opportunities to participate and succeed.
- Decisions should be fair, transparent and person-centred.
- Inclusion creates stronger communities and better outcomes for everyone.

We believe that diversity enriches our organisation and helps us provide better care.

3. Supporting the People We Care For

We provide care that recognises and respects each person's:

- abilities;
- communication needs;
- culture and heritage;
- beliefs and values;
- language preferences;
- gender;
- age;
- disability;
- personal identity;
- individual life experiences.

Every care and support plan is developed around the individual, recognising what matters most to them and enabling them to live the life they choose.

We work to remove barriers that may prevent people from participating fully in everyday life and support meaningful opportunities for independence, choice and community involvement.

4. Supporting Our Workforce

We are committed to providing a workplace where every employee is treated fairly and with respect.

We seek to:

- recruit on merit;
- provide equal opportunities for employment and career progression;
- pay employees fairly for the work they undertake;
- provide access to training and professional development;
- support employee wellbeing;
- create a working environment free from bullying, harassment and discrimination.

Our recruitment decisions are based solely on the knowledge, skills, experience and values required for each role.

5. Recruitment and Employment

We aim to attract talented people from a wide range of backgrounds and experiences.

Throughout recruitment and employment we are committed to:

- fair and transparent recruitment processes;
- accessible recruitment wherever reasonably practicable;
- objective selection criteria;
- reasonable workplace adjustments where appropriate;
- supporting employees throughout their careers.

We believe a diverse workforce strengthens our organisation and improves outcomes for the people we support.

6. Promoting Inclusion

Inclusion is about more than preventing discrimination.

It is about ensuring that everyone feels they belong.

At Horizon we encourage:

- active participation in decision-making;
- meaningful involvement of families;
- collaborative working with professionals;
- respectful communication;
- opportunities for social inclusion;
- positive relationships within our homes and local communities.

We strive to create environments where everyone is welcomed, listened to and valued.

7. Legal and Regulatory Compliance

Horizon Support Services is committed to complying with all relevant equality legislation and regulatory requirements, including:

- the Equality Act 2010;
- the Human Rights Act 1998;
- the Regulation and Inspection of Social Care (Wales) Act 2016;
- associated Welsh regulations and statutory guidance.

Our policies and practices are regularly reviewed to ensure continued compliance and best practice.

8. Education and Awareness

We believe that creating an inclusive organisation requires continual learning.

We therefore provide employees with training and guidance that supports:

- equality and diversity;
- safeguarding;
- respectful communication;
- person-centred practice;
- cultural awareness;
- professional conduct.

We encourage open discussion and continuous learning so that our organisation continues to develop and improve.

9. Monitoring and Continuous Improvement

We continually review our policies, procedures and working practices to ensure they remain fair, inclusive and effective.

Feedback from the people we support, families, employees and professionals helps us identify opportunities for improvement.

Where barriers to inclusion are identified, we will take reasonable steps to address them.

10. Our Diverse Workforce

We are proud to employ colleagues from a wide range of cultural, ethnic and professional backgrounds. We believe that a diverse workforce brings valuable perspectives, enriches our organisation and enhances the quality of care we provide. We are committed to creating a workplace where everyone is respected, supported and able to contribute their unique skills and experiences.

11. Our Commitment

Equality, diversity and inclusion are not simply legal responsibilities - they are fundamental to the way we care for people and work together.

We believe that everyone should be able to live, work and participate in an environment where they feel safe, respected and valued.

By embracing diversity, promoting inclusion and treating every individual with dignity and compassion, Horizon Support Services aims to create homes where people can truly belong and flourish.