

Workforce equality, diversity and inclusion

Quality statement

We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

What this quality statement means

- Leaders take action to continually review and improve the culture of the organisation in the context of equality, diversity and inclusion.
- Leaders take action to improve where there are any disparities in the experience of staff with protected equality characteristics, or those from excluded and marginalised groups. Any interventions are monitored to evaluate their impact.
- Leaders take steps to remove bias from practices to ensure equality of opportunity and experience for the workforce within their place of work, and throughout their employment. Checking accountability includes ongoing review of policies and procedures to tackle structural and institutional discrimination and bias to achieve a fair culture for all.

- Leaders take action to prevent and address bullying and harassment at all levels and for all staff, with a clear focus on those with protected characteristics under the Equality Act and those from excluded and marginalised groups.
- Leaders make reasonable adjustments to support disabled staff to carry out their roles well.
- Leaders take active steps to ensure staff and leaders are representative of the population of people using the service.
- Leaders ensure there are effective and proactive ways to engage with and involve staff, with a focus on hearing the voices of staff with protected equality characteristics and those who are excluded or marginalised, or who may be least heard within their service. Staff feel empowered and are confident that their concerns and ideas result in positive change to shape services and create a more equitable and inclusive organisation.

Subtopics this quality statement covers

- Fair and equitable treatment of staff
- Staff human rights
- Well-being of workforce
- Gender pay gap
- Workforce diversity
- Flexible working arrangements
- WRES and WDES

Related regulations

Regulated Activities Regulations 2014

- [Regulation 17: Good governance](#)
- [Regulation 18: Staffing](#)

Additional legislation

[Equality Act 2010](#)

[Human Rights Act 1998](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

[Equality Act Codes of Practice \(Equality and Human Rights Commission\)](#)

[Equality guidance \(Equality and Human Rights Commission\)](#)

[Equality Act 2010 \(Equality and Human Rights Commission and Government Equalities Office\)](#)

[Guidance for businesses \(Equality and Human Rights Commission\)](#)

[The Human Rights Act 1998 \(Equality and Human Rights Commission\)](#)

[A Guide to Business and Human Rights \(Equality and Human Rights Commission\)](#)

[Race in the workplace: The McGregor-Smith Review \(Department for Business, Energy & Industrial Strategy\)](#)

[Equally outstanding: Equality and human rights - good practice resource \(CQC\)](#)

[Our Human Rights Approach \(CQC\)](#)

[Workforce Disability Equality Standard \(NHS England\)](#)

[NHS Workforce Race Equality Standard \(NHS England\)](#)

[NHS equality, diversity, and inclusion improvement plan \(NHS England\)](#)

[The Equality and Health Inequalities Hub \(NHS England\)](#)

[Equality Frameworks and Information Standards \(NHS England\)](#)

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