

Equality, diversity and inclusion reporting

Health Assured is committed to equality, diversity, and inclusion in the workplace through training, organisational support, and raising awareness.

Updated: October 2024
Review date: 31st January 2025

Case study

Successful use of synchronous live chat to provide sessions of Solution Focused Therapy for individuals with accessibility requirements. This has led to incredible outcomes as follows:

Pre-therapy:
GAD-7: 16 (moderate) & PHQ-9: 19 (moderate-severe)

Post therapy:
GAD-7: 8 (mild) & PHQ-9: 9 (mild)

Planning for 2024-2025 is already underway with our internal Undivided group.

Neurodiversity

Training is provided to counselling teams during Service Development Day to support service users reaching out in light of Dyslexia Awareness Week.



EDI snapshot

Given that completion of our Equality, Diversity and Inclusion questionnaires is not mandatory, it cannot be deemed to be a true and accurate reflection of the demographic of people that Health Assured support. We can, however, take the responses as an indication of where we can improve our inclusion initiatives and possible areas where greater visibility could encourage more individuals to reach out. This quarter, we saw **25% more service users** engage with the questionnaire compared to the previous quarter.

Future work

Trans Awareness Training provided to all counsellors at the Autumn Service Development Day, to further support service users from the trans community ahead of Transgender Day of Remembrance (20 November).

Online CBT modules have been promoted in respect of upcoming National Diabetes Month, to assist service users experiencing comorbid symptoms of depression and anxiety.

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Next internal monthly meeting scheduled for December to review ongoing case studies and further improvements.

Upcoming awareness days

November:

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| National Diabetes Month | World Diabetes Day (14th) |
| Men's Health Awareness Month | International Men's Day (19th) |
| Stress Awareness Week (5th - 9th) | Transgender Day of Remembrance (20th) |
| National Stress Awareness Day (6th) | White Ribbon Day (25th) |

December:

- World Aids Day (1st)
- International Day of Persons with Disabilities (3rd)
- Human Rights Day (10th)