

Rutland Therapists

Policy Name: RT006 – Equality, Diversity and Inclusion (EDI) Policy

Policy Owner: Rutland Therapists

Written and Agreed: August 2026

Review Date: August 2027

1. Purpose

Rutland Therapists is committed to providing counselling and therapeutic services that are inclusive, respectful and accessible.

We recognise and value the diversity of human experience and believe that every client should be treated with dignity, fairness and respect.

This policy sets out our commitment to equality, diversity and inclusion within our therapeutic practice and reflects our responsibilities under relevant UK legislation and the ethical frameworks and professional standards applicable to therapists working with Rutland Therapists.

2. Scope

This policy applies to all therapists working with Rutland Therapists and to all aspects of our work, including:

- enquiries and initial contact;
- assessment and allocation of clients;
- face-to-face, online and telephone therapy;
- therapeutic relationships;
- communication with clients, parents, carers and other professionals;

- accessibility of our services;
- record keeping and administration; and
- decisions about referral or ending therapeutic work.

3. Our Commitment

Rutland Therapists aim to provide a service in which people are welcomed, respected and valued as individuals.

We will not unfairly discriminate against a person because of their:

- age;
- disability;
- gender reassignment;
- marriage or civil partnership;
- pregnancy or maternity;
- race, ethnicity, nationality or cultural background;
- religion or belief;
- sex;
- sexual orientation;

or because of other aspects of identity, background or circumstance which may affect a person's experience or access to therapy.

These may include, but are not limited to, socioeconomic background, family circumstances, neurodivergence, physical or mental health, communication needs, education, caring responsibilities or other individual differences.

4. Therapeutic Practice

Therapists working with Rutland Therapists will aim to create therapeutic relationships in which clients feel able to explore their experiences and identities without judgement.

We recognise that each client brings their own individual history, culture, relationships, values, beliefs and experiences to therapy.

Therapists will:

- respect each client's identity, values, beliefs and lived experience;
- avoid making assumptions based upon perceived characteristics or backgrounds;
- remain aware of how their own values, experiences, assumptions and unconscious biases may influence therapeutic work;
- approach issues of identity and difference with openness, curiosity and respect;
- work within the limits of their professional competence;
- undertake regular continuing professional development (CPD) to maintain and develop their knowledge, awareness and competence in relation to equality, diversity and inclusive practice;
- use clinical supervision to reflect upon issues of equality, diversity, difference and potential bias where relevant;
- seek additional consultation, training or professional development where a particular client need falls outside their current knowledge or experience; and
- consider referral to another suitably qualified practitioner where this is in the client's best interests.

A client should not be expected to educate their therapist about an aspect of their identity or experience where the therapist can reasonably develop their own understanding through appropriate professional learning.

5. Accessibility and Reasonable Adjustments

Rutland Therapists recognises that some clients may experience barriers to accessing or participating in therapy.

Where reasonably possible, we will consider adjustments that enable clients to access our services safely and effectively.

Depending upon individual circumstances, this may include consideration of:

- accessibility of therapy locations;
- online or telephone therapy;
- communication requirements;
- sensory or physical needs;
- neurodivergence;
- mobility or disability-related requirements;
- the format of information or documents provided; and

- other reasonable adjustments identified through discussion with the client.

Any adjustment will be considered alongside the client's therapeutic needs, the therapist's competence and the ability to provide therapy safely and ethically.

6. Children and Young People

Equality, diversity and inclusion are equally important when working with children and young people.

Therapists will take account of the child or young person's:

- age, developmental stage and level of understanding;
- communication needs and preferences;
- identity and cultural background;
- disability or additional needs;
- neurodivergence;
- family circumstances;
- religion or beliefs;
- gender identity and sexual orientation, where relevant; and
- individual experiences, wishes and preferences.

Children and young people will be treated as individuals and their views will be listened to and respected in a manner appropriate to their age, understanding and circumstances.

Therapists will consider the child or young person's capacity to understand and consent to therapeutic work, including consideration of Gillick competence where relevant, alongside parental responsibility, safeguarding responsibilities and the individual circumstances of the child or young person.

Where parents or carers are involved, therapists will seek to balance appropriate parental involvement with the child or young person's privacy, autonomy, confidentiality and safeguarding needs.

The arrangements and expectations for therapeutic work with children and young people will be set out, as applicable, within the **Parent/Carer Counselling Contract** and **Child/Young Person Agreement**.

7. Sexual Orientation and Gender Identity

Rutland Therapists respect sexual orientation and gender identity as aspects of human diversity.

Therapists will not seek to change, suppress or direct a client's sexual orientation or gender identity.

Therapeutic work will instead provide an appropriate space in which clients can explore their identity, feelings, relationships and experiences without being directed towards a particular identity or outcome.

Where a therapist does not have sufficient competence or experience to meet a client's particular therapeutic needs, this will be addressed through supervision, professional development or an appropriate referral rather than discriminatory treatment.

8. Culture, Religion and Belief

Clients may hold cultural, religious, spiritual, philosophical or other beliefs which differ from those of their therapist.

Therapists will respect a client's right to hold and explore their own beliefs and will not seek to impose their personal beliefs, values or worldview upon a client.

Where differences arise within therapeutic work, these should be approached sensitively and openly while maintaining appropriate professional boundaries.

9. Therapist Self-Awareness and Professional Development

We recognise that no practitioner is entirely free from assumptions, biases or gaps in knowledge.

Therapists therefore have a responsibility to reflect upon how their own identity, background, experiences, beliefs and biases may influence their work.

Equality, diversity and inclusion issues should be brought to clinical supervision where relevant.

Therapists are expected to undertake appropriate continuing professional development and learning where this is necessary to maintain competent and inclusive practice.

10. Allocation and Referral

Where Rutland Therapists considers which therapist may be most appropriate for a client, decisions will be based upon factors such as:

- the client's therapeutic needs;
- therapist competence and experience;
- availability;
- preferred way of working;
- safeguarding or risk considerations; and
- any reasonable preferences expressed by the client.

A decision not to work with a client must not be based upon unfair discrimination.

Where a therapist is unable to provide an appropriate or competent service, the reasons should be considered professionally and, where possible, an appropriate alternative or referral should be discussed.

11. Discriminatory Behaviour

Rutland Therapists does not accept discriminatory, harassing or abusive behaviour towards clients, therapists or others involved in the service.

Where discriminatory behaviour arises within therapeutic work, therapists will respond in a manner consistent with professional ethics, therapeutic boundaries and the safety and wellbeing of those involved.

Concerns about discriminatory practice by a therapist working with Rutland Therapists may be raised through **RT005 – Complaints Procedure**.

12. Legal and Professional Responsibilities

Therapists working with Rutland Therapists are expected to practise in accordance with applicable equality legislation and the ethical requirements of their own professional membership or registration.

This includes, as applicable:

- the Equality Act 2010;
- the BACP Ethical Framework for the Counselling Professions;
- the NCPS Code of Ethical Practice; and
- relevant professional indemnity insurance requirements.

Each therapist remains responsible for ensuring that their individual practice complies with the requirements of their professional body, registration or membership and professional indemnity insurance.

13. Review

This policy will be reviewed annually, or sooner where:

- relevant legislation changes;
- BACP or NCPS ethical or professional guidance changes;
- professional indemnity insurance requirements change;
- a complaint or incident identifies a need for review;
- changes are made to the services provided by Rutland Therapists; or
- experience indicates that existing arrangements should be amended.

Relevant Professional and Legal Frameworks

- Equality Act 2010
- Human Rights Act 1998
- BACP Ethical Framework for the Counselling Professions
- NCPS Code of Ethical Practice

Policy Agreement

We confirm that we have read, understood and agree to follow the **RT006 – Equality, Diversity and Inclusion (EDI) Policy**.

— Rutland —
THERAPISTS

Name: Kim Searle_____

Signature: _____ **Date:** _____

Name: __Lou Burt_____

Signature: _____ **Date:** _____

Name: Catherine Andrew_____

Signature: _____ **Date:** _____



07383 994938 hello@rutlandtherapists.co.uk