

## **Equality, Diversity, and Inclusion (EDI) Statement**

At Nextsmartstep, we celebrate the individuality of every resident, staff member, and partner. With over 20 years of experience in the health and social care sectors, we understand that true support is only possible when it is rooted in respect, equity, and a deep appreciation for human diversity.

We are committed to creating an environment where everyone feels safe to be their authentic selves, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

### **Our Core Principles**

1. **Equity in Support:** We don't just provide "equal" support; we provide equitable support. This means tailoring our services to meet the specific cultural, linguistic, and physical needs of each individual.

2. **Anti-Discriminatory Practice:** We maintain a zero-tolerance policy toward any form of discrimination, harassment, or victimisation. Our 20-year history is built on a foundation of dignity and professional respect.

3. **Inclusion & Belonging:** We actively foster a culture where residents have a voice in how their home is run and where their diverse perspectives are valued.

4. **Accessible Excellence:** We ensure that our communication, environments, and opportunities are accessible to all, in line with the Accessible Information Standard.

### **Our Commitment to Our Residents**

- **Culturally Competent Care:** We respect and facilitate religious practices, dietary requirements, and cultural traditions.

- **Person-Centred Support:** Every support plan is co-produced with the resident to ensure it reflects their unique identity and aspirations.
- **Safe Spaces:** We are an LGBTQ+ inclusive provider and ensure that our homes are safe spaces for all gender identities and orientations.

#### Our Commitment to Our Staff

- **Inclusive Recruitment:** We hire based on values and professional competence, ensuring our team reflects the diverse communities we serve.
- **Continuous Learning:** All staff undergo mandatory EDI training to ensure they understand the impact of unconscious bias and the importance of inclusive practice.

#### Accountability & Feedback

We regularly review our EDI practices to ensure we are meeting the highest standards of the Equality Act 2010. We welcome feedback from residents and professionals to help us continue building a truly inclusive service.

- **Email:** [info@nextsmartstep.co.uk](mailto:info@nextsmartstep.co.uk)
- **Subject:** "Equality & Diversity Feedback"