

Golden Key

Equality, Diversity and Inclusion Statement of Action

1.0. About Golden Key

- 1.1. Golden Key is an 8-year Lottery funded partnership between statutory services, commissioners, the voluntary sector and people with lived experience across Bristol.
- 1.2. The partnership works together to improve services for Bristol citizens who face multiple disadvantage, and the most complex needs relating to homelessness, long term mental health problems, dependency on drugs and alcohol, and offending behaviour. This includes people and groups who may be more 'hidden' within communities, whose voices are less often heard.
- 1.3. We understand that the causes of the multiple disadvantage people face are structural and systemic, due to the way services and systems work, in combination with a mix of socio-economic factors and life experiences.

2.0. The Partnership Board commitment

- 2.1. The Golden Key (GK) Partnership Board commits to this statement, through which we put action on Equality, Diversity and Inclusion (EDI) at the heart of the GK programme.
- 2.2. We do this by:
 - Demonstrating visible leadership on EDI
 - Being transparent and accountable about progress, challenges and learning
 - Being passionate and relentless in our pursuit of positive change, and long-term sustainable impact on EDI
- 2.3. The Statement of Action has been informed by the GK commissioned EDI Review undertaken by the Diversity Trust, the work of the EDI Steering Group and other stakeholders.
- 2.4. It is aligned with and informs the GK plans and strategies.
- 2.5. It sets out our 10 commitments, and accompanying SMART action plan.

3.0. Our starting point

- 3.1. As a Partnership Board, we want to strengthen our approach to and action on EDI. We see this as fundamental to the achievement of our core purpose of achieving change in the way services are designed and delivered for people with the most complex needs, who are amongst the City's most vulnerable citizens and who are excluded in multiple ways.
- 3.2. We recognize that, while there are some examples of good practice in EDI within our GK work, there is a need to do much more to ensure that EDI is embedded across all aspects of the programme, at all levels.
- 3.3. We value an equity approach, which recognizes power imbalances and the different starting points of GK clients, and seeks to address these.

- 3.4. As a Bristol-focused programme, we are alive to the local context and City priorities on EDI, and want to maximise the contribution Golden Key makes to these.
- 3.5. We also recognize the opportunity to contribute to and influence change more widely, at regional and national levels, through our partnership work, the Fulfilling Lives network and the National Lottery.
- 3.6. Our starting point is to strengthen the foundations, and build on the areas of good practice in our current work, as identified in the EDI Review. This is our focus for the coming year, as reflected in our Action Plan.

4.0. Our 10 commitments

1. We reflect our communities

As a partnership, we strive to reflect the equalities profile of the complex needs population of Bristol within our client group, staff group and Partnership Board.

We do this to harness diverse talents, voices, perspectives and experiences, to learn more, to be more effective and make a bigger, lasting impact.

To achieve this, we use our influence to collect, analyze, publish and act on equalities data, on the following:

- All clients engaged in GK services and projects – profile and outcomes monitored by equalities group
- GK staff engaged in GK activities (many of whom are seconded from partner organisations), and volunteers
- GK Partnership Board – the majority of whom are nominated by their organisation
- IF Group – who have responsibility for their own recruitment

To gain a deeper understanding of the experiences of the GK client group, alongside monitoring of equalities/protected characteristics, we also look at other factors such socio-economic, lived experience, and take an ¹intersectional approach.

2. The voices, contributions and influences of people with diverse lived experiences are central and fundamental to our work

We see diversity of lived experience as vital to the success of the GK programme, and are committed to reflecting the local population of people with complex needs within the Independent Futures Group, peer mentors and other lived experience groups.

We proactively engage and work in partnership with people with lived experience, including the Independent Futures Group and mentors, to develop and achieve our EDI plans.

3. We strive to deliver accessible services and premises, which promote equality of outcomes

We proactively engage with diverse communities, listen to and understand the diverse needs, strengths and aspirations of our clients. We strive to make our information, engagement and services accessible, inclusive and effective.

¹ Intersectionality is the idea that forms of inequalities overlap and are interrelated at both a personal and structural level (i.e. racism, sexism, homophobia, transphobia, ableism, xenophobia, classism, Islamophobia, etc.). See article [here](#) for more information and about its origins.

We ensure our GK offices and client bases reflect EDI in all respects, so that they are accessible, welcoming, psychologically and trauma-informed, and inclusive.

We carry out Equality Impact Assessments (EIAs) for all client related activity, and monitor and review EIA action plans. In relation to new areas of work, an EIA will be carried out at the project or service design stage, so that EDI informs our early thinking and development work, and is incorporated into our evaluation plans.

We commission pieces of work to further our EDI plans, for example in relation to specific equalities/protected characteristic client groups, or where our monitoring highlights gaps in our knowledge or practice. We draw on research and best practice from elsewhere.

4. We challenge unconscious biases

We are committed to challenging our own and each other's unconscious biases, and to doing this throughout our GK work. We are also committed to uncovering unconscious biases within our organisations and within the sectors, systems and communities in which we work.

We will continue to challenge and learn from each other, to inform our action on EDI.

5. We take action on discrimination in a transparent and visible way

We address all allegations of discrimination, harassment, bullying and victimisation in an effective and timely manner, and are seen to take action, in order to build trust within different communities. We seek to make our complaints process accessible and easy to use.

6. We step up to the EDI challenge at system level

We recognize the structural and pervasive nature of inequalities, and step up to the challenge at system level. We will ensure EDI is embedded throughout our system change work.

7. We work in partnership with specialist equalities groups and organisations

We build relationships and work in partnership with specialist equalities groups and organisations in Bristol, at regional level, and nationally through the Fulfilling Lives network.

8. We commit to the Bristol Equality Charter

The Partnership supports the ²Charter. We aspire to exemplify this in all aspects of our work.

9. Equality, diversity and inclusion is integrated in our communications activity

We ensure EDI is embedded in our communications activity and influencing plans.

We raise awareness of our EDI work across the City, and with our partners.

We produce and publish an annual report of our progress and learning on EDI.

10. Equality, diversity and inclusion is central to our legacy and sustainability plans

We ensure EDI is central to our GK legacy and sustainability planning and implementation.

² [Bristol Equality Charter](#)