

Term	What it means
	to members of society. It aims to remove barriers (social exclusion) for people or for areas that experience a combination of linked problems, such as unemployment, poor skills, low incomes, poor housing, high crime environments, poor health and family breakdown.
<b>Social Model</b>	A model created and endorsed by disabled people internationally, this emphasises the barriers and structures which exclude disabled people, rather than their disabilities.
<b>Stereotypes</b>	Generalisations concerning perceived characteristics of all members of a group – rather than treating people as individuals.
<b>Third Party Harassment</b>	Third party harassment means harassment caused by a person or group of people who work outside the control of the employer, such as contractors, clients, customers, vendors and suppliers, or some other party which makes frequent visits in the place of business.
<b>Transsexual / Transgender People</b>	Transgender, transsexual or trans person describes a person who appears as, wishes to be considered as, or has undergone or is undergoing surgery to become a member of the opposite sex.
<b>Victimisation</b>	Treating people less favourably because they have made a complaint or intend to make a complaint about discrimination or harassment.
<b>Workforce Profile</b>	What our workforce looks like. Make up of the people who work for an organisation. Analysing the workforce profile allows us to see how many people from different groups work for the organisation. It also allows us to see what kind of jobs people do, how much they are paid and at what grades to see if there are any patterns.

## References

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## Appendix 1: List of Groups who contributed to this Scheme

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ADAPT, Northumberland
Age Concern, Gateshead
Age Concern, Northumberland
Age Concern, Sunderland
Bell View Older People's Group, Belford, Northumberland
Fruit Salad Transgender Group, North Tyneside
Gateshead Diversity Forum
Gateshead Local Engagement Board
Gateshead Visible Ethnic Minority Support Group
GVOC
Help the Aged, Alnwick Northumberland
Multiple Sclerosis Society, Sunderland and District Branch
NHS North East Lesbian, Gay and Bisexual Staff Network
North East Laryngectomees Association
North Tyneside Deaf Forum
North Tyneside Disability Forum
Our Voice Consultation Forum
Prudhoe Older People's Forum, Northumberland
Sign Health Evaluation Meeting
South Tyneside Local Engagement Board
St Johns Methodist Church, Ashbrooke
Sunderland Local Engagement Board

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The Positive People's Trust
University of Sunderland, School of Health, Natural and Social Sciences
Young Asian Voices, Sunderland

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## Appendix 2: Care Quality Commission Standards that relate to Equality, Diversity and Human Rights

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1.1a People who use services experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights ( <i>Regulation 4, Outcome 4</i> )
1.1b People who use services are supported to have adequate nutrition and hydration ( <i>Regulation 14, Outcome 5</i> )
1.1c People who use services receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services ( <i>Regulation 24, Outcome 6</i> )
1.1d People who use services and people who work in or visit the premises benefit from equipment that is comfortable and meets their needs ( <i>Regulation 16, Outcome 11</i> )
1.1e People who use services can be confident that their personal records are accurate, fit for purpose, held securely and remain confidential ( <i>Regulation 20, Outcome 11</i> )
1.3a Service users are protected against identifiable risks of acquiring such an infection ( <i>Regulation 12, Outcome 8</i> )
1.3b People who use services are protected from abuse, or the risk of abuse, and their human rights are respected and upheld ( <i>Regulation 11, Outcome 7</i> )
1.3c People who use services will have their medicines at the time they need them, and in a safe way ( <i>Regulation 13, Outcome 9</i> )
1.3d People who use services and people who work in or visit the premises are in safe, accessible surroundings that promote their wellbeing ( <i>Regulation 15, Outcome 10</i> )
1.3e People who use services and people who work in or visit the premises are not at risk of harm from unsafe or unstable equipment (medical and non-medical equipment, furnishings or fittings) ( <i>Regulation 16, Outcome 11</i> )
1.3f People who use services can be confident that records required to be kept to protect their safety and wellbeing are maintained and held securely where required ( <i>Regulation 20, Outcome 21</i> )
2.2a People who use services understand the care, treatment and support choices available to them ( <i>Regulation 17, Outcome 1</i> )

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2.2b People who use services where they are able give valid consent to the examination, care, treatment and support they receive; and understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed (*Regulation 18, Outcome 2*)

2.2c People who use services, or others acting on their behalf, who pay the provider for the services they receive: know how much they are expected to pay, when and how; know what the service will provide for the fee paid; and understand their obligations and responsibilities (*Regulation 19, Outcome 3*)

2.2d People who use services wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf (*Regulation 13, Outcome 9*)

2.3a People who use services can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support; have their privacy, dignity and independence respected; have their views and experiences taken into account in the way the service is provided and delivered (*Regulation 17, Outcome 1*)

2.3b People who use services can be confident that their human rights are respected and taken into account (*Regulation 18, Outcome 2*)

2.3c People who use services or others acting on their behalf: are sure that their comments and complaints are listened to and acted on effectively; know that they will not be discriminated against for making a complaint (*Regulation 19, Outcome 17*)

3.3a People who use services are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job (*Regulation 21, Outcome 12*)

3.3b People who use services are safe and their health and welfare needs are met by sufficient numbers of appropriate staff (*Regulation 22, Outcome 13*)

3.3c People who use services are safe and their health and welfare needs are met by competent staff (*Regulation 23, Outcome 14*)

3.3d People who use services have their needs met by the service because it is provided by an appropriate person (*Regulation 4, Outcome 22*)

3.4 The workplace is free from actual and potential discrimination - from recruitment to retirement - and all staff are able to fully realise their potential

4.1a The registered person recognises the diversity, values and human rights of people who use services (*Regulation 17, Outcome 1*)

4.1b People who use services benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety (*Regulation 10, Outcome 16*)

