



Equality, Diversity, and Inclusion Policy

Date: August 2025

Review Date: May 2026

1. Purpose

Capa First Response CIC is committed to providing equitable, respectful, inclusive and accessible support for families and professionals experiencing or responding to Child-to-Parent Aggression and/or Harm (CPA).

Our approach recognises that CPA is often influenced by a complex interaction of neurodevelopmental needs, trauma, relationships, emotional wellbeing, environment, social inequality and access to support systems.

We recognise that many families accessing our services experience multiple forms of disadvantage, including poverty, discrimination, exclusion, stigma, mental health difficulties, caring pressures and barriers to accessing appropriate support.

This policy outlines our commitment to ensuring that all families, children, young people, practitioners, staff, volunteers and partners experience dignity, safety, fairness and inclusion throughout their involvement with Capa.

2. Scope

This policy applies to:

- Families and caregivers accessing support
- Children and young people connected to families accessing support
- Professionals attending training, consultancy or networking
- Staff, freelancers, volunteers and board members
- Partnership organisations, researchers, collaborators and contractors
- Digital platforms, communications and public representation

3. Our Commitment

Equality

We recognise that families and professionals have differing levels of confidence, power, safety, access, cultural understanding, financial stability and support.



We are committed to reducing barriers and adapting our delivery to ensure support can be accessed in ways that meet individual and community needs.

We recognise that poverty and financial hardship can significantly affect a family's ability to:

- access support
- maintain employment
- participate in education
- engage in community life
- maintain emotional wellbeing and safety

We are committed to reducing financial barriers through subsidised support pathways, flexible delivery models and partnership working.

Diversity

We value and respect diversity in:

- family structures
- cultural backgrounds
- race and ethnicity
- neurodiversity
- disability
- gender identity
- sexuality
- faith and belief
- socioeconomic experience
- migration and language experience
- lived experience and identity

We recognise that families may experience multiple and intersecting forms of discrimination and disadvantage linked to race, disability, poverty, gender, sexuality, trauma, neurodivergence, mental health and social exclusion.

Inclusion

We aim to create environments, both online and in person, where families and professionals feel:

- welcomed

- respected
- safe
- listened to
- not judged, blamed or shamed

We are committed to ensuring families with lived experience meaningfully influence the development, evaluation and delivery of our services.

4. Core Commitments

4.1 Language Without Blame

We use language that:

- avoids pathologising children and young people
- avoids blaming parents or caregivers
- reflects developmental vulnerability and relational distress
- prioritises dignity, safety and hope
- recognises that behaviour is communication

4.2 Accessible Service Delivery

We are committed to:

- flexible session timings for families under strain
- accessible online delivery across England
- accessible formats including written, visual and neurodiverse-friendly materials
- trauma-informed and neuro-affirming practice
- clear and compassionate communication
- reasonable adjustments for disability and neurodivergence
- flexibility around participation and engagement
- working with schools, family hubs and professionals where digital barriers exist

We recognise that digital exclusion can create barriers for some families and will work flexibly with partners and community settings to support safe access wherever possible.

4.3 Cultural and Family Sensitivity

We recognise:

- CPA may present differently across cultures and communities
- shame and stigma can impact help-seeking



- some families fear judgement or statutory involvement
- migration, identity, culture and language shape family experiences
- discrimination and exclusion may affect trust in services

We are committed to listening to and learning from communities to improve cultural understanding and accessibility.

4.4 Neurodiversity and Mental Health

We recognise that many families accessing support are impacted by:

- autism
- ADHD
- sensory differences
- learning needs
- trauma
- anxiety
- emotional dysregulation
- parental mental health difficulties

Our approach is intentionally neuro-affirming, relational and solution-focused. Practitioners receive ongoing training and reflective supervision around neurodivergence, trauma, safeguarding and inclusive practice.

4.5 Co-Production and Lived Experience

We believe families with lived experience should meaningfully shape the services designed to support them.

We are committed to:

- involving parents and carers in service development
- creating advisory and consultation opportunities
- supporting lived experience peer roles and co-facilitation opportunities
- listening to family feedback and adapting services accordingly
- creating safe opportunities for participation and community voice

We recognise lived experience as valuable expertise.

4.6 Safe and Respectful Spaces

We are committed to maintaining:

- confidential environments
- respectful dialogue
- compassionate and non-judgemental practice
- safe practitioner-led spaces
- clear safeguarding processes

We actively challenge discrimination, exclusion, harassment and degrading behaviour.

5. Responsibilities

Management and Leadership

Management and Directors are responsible for:

- implementing and monitoring this policy
- ensuring inclusive and equitable practice
- supporting staff wellbeing and development
- reviewing barriers to access and participation
- ensuring complaints are responded to appropriately

Employees, Freelancers and Volunteers

All staff, freelancers and volunteers are expected to:

- uphold the principles within this policy
- model respectful and inclusive behaviour
- challenge discrimination where appropriate
- maintain safe and compassionate environments
- engage in ongoing learning and reflective practice

6. Monitoring, Learning and Implementation

To realise our commitments we will:

- provide ongoing EDI, safeguarding, neurodiversity and trauma-informed training
- review policies, procedures and service delivery regularly
- collect and review participation, feedback and demographic information
- identify barriers to access and areas of underrepresentation
- use learning from families and communities to inform future development



- strengthen co-production and lived experience involvement across the organisation

7. Reporting Concerns

Any individual who believes they have experienced discrimination, harassment or exclusion is encouraged to report concerns to management or the CEO.

All concerns will be:

- taken seriously
- handled sensitively and confidentially
- investigated fairly and promptly

8. Breach of Policy

Breaches of this policy by staff, freelancers or volunteers may result in disciplinary action. Where concerns relate to clients, visitors or partners, appropriate action will be taken to maintain safety and inclusion.

9. Review

This policy will be reviewed annually, or sooner if required, to ensure it remains effective, legally compliant and reflective of community need and organisational learning.

10. Approval

This policy has been approved and endorsed by the Board of Directors of Capa First Response CIC.

END.