

Equality, Diversity & Inclusion Statement

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

Our commitment to fair, respectful and accessible community support.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Our commitment

Prime Community Support Services CIC, Company No. **17432310**, believes everyone should be treated with dignity, fairness and respect. We aim to provide inclusive, culturally aware and accessible services and remove avoidable barriers to support.

2. Who our services are for

Our services are open to the wider community. We may have particular knowledge and trusted relationships within Somali and other ethnically and culturally diverse communities, but support is not restricted to a particular ethnicity, nationality, religion or background.

3. Equality in practice

- Provide services without unlawful discrimination, harassment or victimisation.
- Consider reasonable adjustments for disabled people and other accessibility needs.
- Use clear language and, where resources allow, support people facing language or digital barriers.
- Respect different cultures, beliefs and family circumstances while maintaining safeguarding and legal responsibilities.
- Use fair and relevant criteria in recruitment, volunteering and service decisions.
- Challenge discriminatory or abusive behaviour affecting the safety or dignity of others.

4. Protected characteristics

We recognise protections under the Equality Act 2010, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, where relevant provisions apply.

5. Responsibility and review

Everyone representing Prime shares responsibility for this commitment. Directors should monitor significant equality concerns, complaints and barriers to access and use learning to improve services.

6. Contact

Questions about this policy can be sent to info@primecss.org.uk.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.