



RESEARCH & CAMPAIGNS

Equality, Diversity and Inclusion (EDI)

Citizens Advice are refreshing their approach to Equality, Diversity and Inclusion (EDI) and explaining in more detail what it means.

Alongside this foundational work, they will be prioritising our race equality work.

Citizens Advice want to ensure that we deal with any equality disparities across our service so that all of our staff, volunteers and clients have an improved experience.

Nationally, they have launched a recruitment pilot to increase BAME (Black, Asian and Minority Ethnic) representation in our workforce and have started an end-to-end review of our recruitment processes.

Last year an independent researcher explored volunteering and ethnicity and were supported in this research by 24 volunteers across 4 organisations, including Witness Service.

The report found that there were racial disparities for BAME volunteers and White volunteers in their experience of volunteering.

If you would like to look at this report, click on the following email link and request a copy from the researcher:

helen@helentimbrell.com

To progress this important work, Citizens Advice are setting up a Race Equity Action Group to look at disparities across the service, including the experience of BAME staff and volunteers.