



Equity, Diversity and Inclusion Strategy

Our Commitment

At Yellow Door, we believe that our community is enriched by, and thrives on, diversity. We believe that people from different backgrounds bring fresh ideas, thinking and approaches that can make our services more inclusive, flexible, effective and efficient. We recognise, however, that disadvantages and discrimination exist and that there is a need for positive action in respect of people who are at the receiving end of discrimination, injustice or inequality of income, resources and opportunities.

We are committed to creating an environment where:

- Everyone is treated with dignity and respect
- We proactively seek to identify and meet different needs and circumstances within our communities
- Inequity is challenged
- We strive to understand and address bias

Strategic Priorities

Our Vision is of a world where adults, families, young people and children can live without experiencing domestic and sexual abuse and the resulting devastating impacts.

- Preventing domestic and sexual abuse.
- Reaching as many people as possible that need support across all our communities, working with those that have lived experience, partners and communities.
- Empowering people to better manage their experiences and improve their lives.
- Recovering by supporting people to keep safe, be well and move forward with their lives.
- Promoting an Inclusive and Effective organisation.

Intersectionality

It is important that we work hard to understand that different types of discrimination (unfair treatment of person or group because of their ethnicity, Disability etc.) are connected to and affect each other. This will support us as service so we can tailor our engagement and the specialist support we deliver to each service user.

Local area census data from 2021:

Area	Population	BME	LGBTQ+	Disability
Southampton	263,769	32%	13%	17%
Hampshire	1,400,900	7%	9%	16%
Portsmouth	208,400	15%	12%	17%

Yellow Door data 2023/24:

Area	YD Service users	BME	LGBTQ+	Disability (including mental health condition)	Disability (excluding mental health condition)
Southampton	2360	18%	16%	60%	31%
Hampshire	2238	9%	10%	56%	26%
Portsmouth	301	12%	11%	46%	22%

We work with children, families and adults: Whilst our service users are predominantly female, 81% in 2024/25 we are seeing an increase in our work with people of other genders. We are committed to supporting male victims/ survivors of sexual abuse and offer a range of support. We also deliver gender identity services to those who are seeking therapeutic support.

We are committed to reaching out to people of different backgrounds: In 2015, 7% of our service users were from Black and Minority Ethnic backgrounds. We saw this rise to 15% in 2024/25 and will continue to work towards ensuring that all communities are equally well supported by Yellow Door.

We support service users with a range of different needs: In 2023/24, 71% of our service users identify themselves as having a disability. 18% of service users identify as having a physical disability, 14% a learning disability and 39% a mental health condition. Our service users have a range of additional needs, and this continues to increase over time. We have recruited staff members with a range of different specialisms in order for us to provide complete and effective support.

We work with victims of all ages: In 2024/25 the majority of our service users were aged 25-44 years old. We are striving to work with victims/ survivors earlier by delivering services to under 11 year olds to help prevent further abuse and longer term mental health issues. We also recognise that over 65 year olds face additional barriers to accessing our services, to support engagement we have developed the No Age for Abuse training package for professionals and deliver targeted work in the community.

Our Priority Areas:

Challenge	Action	Who	When
Are we inadvertently 'missing' some demographic groups?	We will regularly review service user demographics to ensure we are reaching all sectors of our community.	Service Managers with their teams	Every six months
Are the methods we use for reaching out to our diverse groups working and what are the limitations?	Service Managers to work with their teams to review our methods for engaging clients.	Service Managers with their teams	Every six months
Do we understand the barriers our clients are facing? Are we gathering the clients voice?	Service Managers to work with their teams to increase feedback from clients and those who have not engaged or disengaged.	Service Managers with their teams	Every quarter
Particular groups are facing barriers in accessing services within Yellow Door	Service Managers to work with their teams to identify gaps and work to address the barriers and increase engagement.	Service Managers with their teams	Quarterly - as part of business planning which feeds into Yellow Door Strategy
Need for constant review and improvement of data quality	Seek to minimise any missing data to ensure our records are as complete as possible, and the right data is being collected.	Head of Business Operations and Strategy with Service Leads	Part of continuous data work, ongoing objective
Staff/ volunteer bias	Provide training for all staff, both formal and informal opportunities will be provided.	EDI Group	Ongoing development programme
Staff/volunteer knowledge levels	Provide training for all staff, both formal and informal opportunities will be provided, including internal delivery.	EDI Group	Ongoing development programme
We recognise that our staff and volunteers could be more diverse	We will review staff and volunteer diversity to ensure we are more reflective of our local community from recruitment to exit.	Senior Leadership Team	Annually
We recognise that our Trustee Board could be more diverse	We will review Board diversity to ensure that our decision makers have a diverse range of backgrounds and experiences	Chair of Trustees with EDI Group	Annually

We will regularly review the priority areas through the Yellow Door Strategy, each Service's Business Plans and EDI deep dive reviews. We will also ensure that we monitor the experience of service users based on the following protected characteristics:



- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

Governance

The Board of Trustees have overall accountability for the ED&I Strategy, scrutinising the data provided by CEO and SLT on a quarterly basis.

The CEO and Senior Leadership Team have strategic responsibility for the ED&I Strategy. They will set the direction and agenda, review data, create action plans and monitor progress.

The Trustee scrutinise quarterly quantitative and qualitative data on EDI, this includes the CEO Report and a balanced score card which summarises service delivery as well as staff/ volunteer information. Both documents are scrutinised in terms of success and the CEO/ SLT are held accountable for any areas that require improvement.

The Yellow Door EDI Group will regularly review our priority areas, review successes and also challenge any areas where progress is not being made.

- The EDI Group is chaired by CEO and attended by two trustees, SLT, Managers and staff team. The CEO with SLT oversees the organisational Strategy.
- Service Managers set objectives with their teams on EDI in their business plans, which feed into the Yellow Door Strategy.
- We are currently funded by trusts and foundations to support the development of the EDI Strategy and any additional spend will be reviewed by CEO and Head of Finance.

The EDI Group have supported the development of this strategy, which will be reviewed by CEO annually and ratified by the Board of Trustees.

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Stage	Date	Staff member	Comments
Draft	March 2025	NK	
Edited	June 2025	EDI Group	
Edited	July 2025	Laurelle Brown	EDI Group
Edited	August 2025	NK	
Approved by SLT	Sept 2025	SLT	
Signed off by Board	Nov 2025	CB and SG	
Review date	Nov 2026		