**Barnardo’s in Birmingham**

**Our**

**CULTURAL COHESION QUALITY MARK (CCQM) PLEDGE**

In Birmingham we want to make sure that our services are meeting the needs of service users from the diverse, groups, cultures and ethnicities that make up our city.

We want to create and nurture an environment where children, young people, adults, partners and our workforce, feel valued, respected, listened to and where diversity and difference is embraced and celebrated.

To this end Barnardo’s in Birmingham has committed to undertake the Cultural Cohesion Quality Mark (CCQM). This journey provides us with the opportunity to learn more about ourselves as individuals and as locality services, as well as learn about others so that we can actively and conscientiously work together to build more responsive and inclusive services that contribute to more harmonious communities and relationships.

The CCQM journey will help us to learn and grow together. To further develop our knowledge, skills, understanding, behaviours and practices to ensure that the services we deliver and how we interact with our service users and colleagues are cognisant of their cultural needs and their particular circumstances.

**Our vision for our services in Birmingham**

* To create an environment free from all forms of discrimination, harassment, and victimisation. Where service users and staff can be their authentic self, sharing their learning and life experiences without fear of reprisal or ridicule. This means for example:
  + Demonstrating our values, ethos and beliefs in how we engage with everyone and in the workplace
  + Promoting diversity and difference by active recognition and celebration through events such as Black History Month (BHM), PRIDE and awareness raising events
  + Challenging discriminatory practices and language
  + Ensuring our resources and materials are reflective of the communities with whom we work

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