Cultural Sensitivity

Our services at Action for Children are delivered to children, young people and families across the UK, from diverse backgrounds. All our service users are unique and it is essential that all our staff and volunteers are able to practice with cultural sensitivity.

Cultural sensitivity is about having the awareness and sensitivity of other practices and cultures. All our staff and volunteers are required to have cultural sensitivity skills that can include assessing different cultures, how they should be approached and how to communicate accordingly.

At Action for Children, we recognise that it can be difficult for anyone to access a service for the first time. It is important that all our staff and volunteers are aware that some communities experience additional barriers to access appropriate services due to cultural and religious practices.

Through using culturally sensitive skills including evaluating how cultural differences affect different people and how to value difference, our staff and volunteers ensure that all our services are holistically welcoming to children, young people and families of all cultures, religions and backgrounds. By providing culturally sensitive services across all our services in the UK, Action for Children helps to eradicate discrimination in our communities and in wider society and promote open access for all.

Our staff and volunteers are therefore required to view all children, young people and families as unique individuals and that their experiences, beliefs, values and language affect their perceptions.

They also undertake mandatory equality and diversity training and are also able to access further ‘lunch and learn’ workshops to further enhance inclusion specific knowledge. A selection for guides are also available for staff and volunteers on wider inclusion issues.

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