

Equality and Diversity

“You can be assured we will provide a safe and welcoming environment for you to access our services”.

Hartlepool and East Durham Mind is committed to championing inclusion for all and, where necessary, taking proactive steps to try to redress the balance for those who have suffered the effects of discrimination and inequality. We want to promote and be part of healthy and inclusive communities with the services we offer.

We respect everyone’s experience and ensure that inclusion underpins everything we do. We pride ourselves in the networks of support and partnerships that we have created to fulfil our mission to provide localised services and we strive to achieve this with all the determination it takes to help stamp out discrimination.

Hartlepool and East Durham Mind staff and volunteers are culturally aware through mandatory awareness training and by participating in equality and diversity training

The things we do to promote equality and diversity include:

- Provide translators if required in a range of languages, including minority ethnic languages used in our area
- Train staff & volunteers in cultural awareness and different forms of communication
- Treat everyone fairly and with respect
- Provide accessible and flexible services
- Develop services that target communities who have least access to mental health support and treatment
- Work in the community to promote our services to people who might not otherwise know about them
- Measure our effectiveness and use this information to inform our future work
- With service user involvement and consultation, we have adapted & modified our buildings and facilities to ensure that all of our day service activity rooms are accessible to people with protected characteristics

Our services are open to the whole community regardless of:

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