



The Happy Mums Foundation CIC

Equality & Diversity Policy

Version: 2.1

Date approved by Board: July 2024

Date of next review: July 2026



Introduction

The Happy Mums Foundation CIC is committed to ensuring equality of access and opportunity to all service users (as well as their family and friends), customers, volunteers and directors. No one should receive less favourable treatment on the grounds of race, colour, nationality, age, marital status, mental or physical disability, religion, sexual orientation, sex, class or where they live.

The Happy Mums Foundation CIC believes that everyone should be treated with dignity and respect, and we recognise that where direct or indirect discrimination occurs it is both morally and legally unacceptable.

This policy is a working document, open to feedback and change as we continually adapt to be part of making a more equitable society.

Services for all

It is the policy of The Happy Mums Foundation CIC that all perinatal and post-natal women and people in North Cumbria should be supported towards good emotional wellbeing, particularly those experiencing mental health issues.

We carefully consider the locations of our groups and events location in terms of accessibility for urban and rural communities across North Cumbria, and we ensure they are wheelchair and buggy accessible, with level surfaces, good lighting, and with hearing loops available where possible.

Furthermore, we ensure that we carefully consider the timings of our peer support groups and other meetings, to make them accessible for those with employment or other caring responsibilities.

We aim to be inclusive to people of all ages. In particular, we have taken steps to ensure that young pregnant women receive information about our services via student support teams at the local colleges and universities and via specialist social media groups.

Our services are open to new mums, pmumss with young children or mums of children who are already grown.

While we strive to ensure that all parents, including fathers, partners (including same sex partners), friends, family members, carers and supporters are considered in our work and recognised for their supporting role for perinatal and post-natal women and people, our peer support groups are exclusively for Mums, Mums-to-be and people who identify as Mums.

The Happy Mums Foundation CIC is dedicated to providing peer support groups for free to ensure financial status is not a barrier to accessing our services.

The images we use to promote our organisation are a mix of current membership and stock photography featuring marginalised groups to encourage participation from all groups across the region.

We are a gender-inclusive, pro-choice, anti-racist organisation, engaging in partnership opportunities when appropriate to encourage membership with a marginalised groups.

Information is written in plain English and is available in other languages and in large print format.

Reporting concerns and taking action

Any director, staff member, volunteer, service user or customer who feels they have been harassed, discriminated against or treated disrespectfully, and/or wish to make a complaint, should discuss this with either the Managing Director or Operations Manager in the first instance. All incidents will be taken

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seriously. Any response will aim to be sensitive to the feelings of the victim(s) and help those responsible to understand and overcome their prejudices. We aim to be responsive to individuals' needs as they arise.

Engaging with our services users and customers

The Happy Mums Foundation CIC aims to engage all customers and service users in the development of services and we do this via social media, surveys and our website.

This policy is available on our website. It will be reviewed every three years by the Board of Directors.

The Happy Mums Foundation is committed to being responsive to our community with open feedback forms available on our website and in other accessible formats on request.