



For better  
mental health

## MISSION STATEMENT

Harrogate Mind's vision is of a society that promotes and protects good mental health for all, and that treats people with experience of mental distress fairly, positively and with respect.

Our work is driven by the needs of adults in our area who are experiencing emotional and mental distress. We ensure that inclusion is at the heart of our work.

We provide public services in the mental health field to meet the unfilled needs of our client group by the provision of information and support, campaigning to improve attitudes and contributing to the development of local services.

We do all this with the objective of making it possible for people who experience mental distress to live full lives and to play their full part in society.

The commitment to quality and our quality management system is paramount at all times.

Our aims are:

- To provide a quality of service that anticipates, meets and exceeds the needs and expectations of members, staff and stakeholders
- To offer the opportunity for social contact in both a structured and unstructured way where individuals feel safe enough to experience a range of social relationships
- To offer the opportunity for Members to experience a sense of belonging to a community both caring and sharing for each other (with a great sense of fun).
- To provide a flexible service designed to cater for individual needs to encourage motivation and responsibility for growth and personal development.
- To work with those attending our Centres to help them to identify appropriate support and to enable them to work towards this.
- To provide information to enable Members to make informed choices and to enable them to work towards obtaining this.
- To encourage Members and staff to share knowledge and skills and jointly ensure that the Centres are used.
- To respect confidentiality and to ensure that personal information obtained during a Member's time with us is safeguarded and never disclosed without the consent of the Member or a person entitled to act on their behalf (unless there is a concern for the safety of the Member or others). Personal information is only disclosed to other Professionals on a need-to know basis.