

Equality, Diversity & Inclusion Statement

Our commitment to fair, respectful and inclusive services for every child, young person and family

EVERY PERSON DESERVES DIGNITY AND RESPECT

HH Training Network welcomes difference and is committed to creating environments where children, teenagers, families, staff and partners feel safe, heard and valued. We challenge discrimination and work to remove avoidable barriers to participation.

1. Purpose and scope

This statement explains how HH Training Network Ltd ("HH", "we", "us" or "our") promotes equality, values diversity and supports inclusion across Mental Health Nursing Services, HH Swim School, training, digital resources, employment and partnership working.

It applies to everyone who uses, considers, delivers or supports an HH service, including children, teenagers, parents, carers, staff, contractors, volunteers, schools and other professionals.

2. Our commitment

- Treat people fairly, with kindness, dignity, respect and compassion.
- Listen to individual needs and preferences rather than make assumptions.
- Promote equal opportunity and meaningful participation.
- Challenge unlawful discrimination, harassment, bullying and victimisation.
- Use person-centred, trauma-informed and neuroaffirming approaches.
- Consider reasonable adjustments and accessible ways of delivering services.
- Learn from feedback, complaints, incidents and the experiences of children and families.

3. Equality and protected characteristics

HH does not unlawfully discriminate because of any protected characteristic under the Equality Act 2010. These include age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation, together with marriage and civil partnership where that protection applies.

We also aim to respond respectfully to differences in family structure, language, communication, socioeconomic circumstances, care experience, health, neurotype, body, identity and life experience. Treating people fairly does not always mean treating everyone in exactly the same way; some people need a different approach or additional support to participate safely and meaningfully.

Inclusive Practice Across HH

How we recognise individual strengths, needs, identities and experiences

4. Children and young people as individuals

HH will involve children and teenagers in decisions that affect them in a way that reflects their age, understanding, communication and circumstances. We aim to explain what is happening, listen to their views, respect their dignity and recognise that their preferences may differ from those of adults around them.

Where consent, safeguarding or clinical safety creates a limit to choice or confidentiality, we will explain this as clearly and sensitively as possible.

5. Neurodiversity, disability and reasonable adjustments

HH recognises neurodiversity as a natural variation in human development. We aim to provide strengths-based, neuroaffirming support and avoid language or practice that treats difference as failure. A formal diagnosis is not always required before an adjustment can be considered.

Reasonable adjustments may include changes to communication, preparation, pace, environment, appointment format, teaching approach or support arrangements. Adjustments are considered individually and will not be charged for where they are required to provide access under the Equality Act 2010. Clinical, safeguarding and water-safety requirements must still be maintained.

6. What inclusive practice may look like

Area	What families can expect
Neurodiversity	Predictable information, clear explanations, breaks, visual supports, reduced demands where appropriate and a strengths-based approach.
Disability and access	Reasonable adjustments to communication, information, appointments or lessons, alongside discussion of any genuine safety or venue limits.
Race, culture and language	Respectful curiosity, culturally sensitive communication, accurate pronunciation of names and consideration of language or interpretation needs.
Religion, belief and family life	Respect for beliefs, observance, clothing, diet, family structures and caring responsibilities where these can be accommodated safely and reasonably.
Sex, gender and sexuality	Respectful language, privacy and dignity, use of a person's chosen name where appropriate, and sensitive handling of clinically relevant information.

DIFFERENT DOES NOT MEAN LESS

HH focuses on strengths as well as needs. Our aim is not to make every child fit one standard approach, but to help each person access support, learning and participation in a way that is safe, respectful and meaningful.

Inclusion Within HH Services

How our commitment applies to nursing, swimming, resources and professional learning

7. Mental Health Nursing Services

Nursing assessments and support will be person-centred and evidence-informed. HH will consider developmental stage, disability, neurodiversity, communication, culture, identity, family context and previous experiences when gathering information and making recommendations.

- Use respectful, non-stigmatising and clinically accurate language.
- Offer preparation, breaks, alternative communication or involvement of a trusted supporter where appropriate and consented.
- Avoid assuming that one presentation, family structure or cultural norm applies to everyone.
- Explain when an adjustment cannot be provided because it would materially affect clinical quality, confidentiality, safeguarding or safety, and consider a reasonable alternative.

8. HH Swim School

HH Swim School aims to make swimming welcoming and achievable for children with different abilities, communication styles, confidence levels and support needs. Families are encouraged to share relevant information so instructors can plan safe, inclusive teaching.

- Adapt explanations, demonstrations, equipment and teaching pace where reasonably possible.
- Use the four-week Soft Start Programme where a child needs additional help to transition into a group.
- Support participation with peers because confidence, communication and group learning are valuable life skills.
- Maintain essential supervision, staffing, pool rules, medical arrangements and water-safety standards.

9. Digital resources, training and communication

HH aims to create resources and learning that represent different children, families and experiences without stereotypes. We will work towards clear, accessible language, inclusive examples and alternative formats where reasonably available. Training will encourage reflective practice, professional curiosity and respectful challenge of discriminatory attitudes or behaviour.

10. Staff, contractors and recruitment

HH expects everyone working on its behalf to model inclusive behaviour and work within professional standards. Recruitment, induction, allocation of work, training and performance decisions will be fair, role-relevant and consistent with safer recruitment responsibilities.

- Appropriate equality, diversity and inclusion learning will be completed and refreshed.
- Reasonable workplace adjustments will be considered for disabled applicants, staff and contractors.
- Concerns about discrimination, harassment or exclusion must be reported and addressed promptly.
- Professional registration, competence and safeguarding requirements will never be relaxed in the name of inclusion.

INCLUSION AND SAFETY WORK TOGETHER

HH will always look for a safe and proportionate way to include a person. Where a requested arrangement cannot be delivered safely or within professional competence, we will explain the reason and discuss any realistic alternative.

Speaking Up, Accountability & Review

How to raise a concern and how HH keeps improving

11. Unacceptable behaviour

Discriminatory, degrading, threatening or abusive behaviour towards a child, family member, employee, contractor or partner is not acceptable. HH will respond proportionately, consider safeguarding and reasonable-adjustment needs, and may set communication boundaries, pause contact or end a service where behaviour creates a serious risk to safety, dignity or effective service delivery.

12. Raising a concern

Tell HH if you experience or witness discrimination, exclusion, harassment, bullying, victimisation or an avoidable barrier. Concerns can be raised informally or through the HH Complaints and Feedback Procedure. Children and teenagers may ask a parent, carer, advocate or trusted adult to help them.

- Email: G@hhtrainingnetwork.com
- Website: www.hhtrainingnetwork.com
- Post: HH Training Network Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN.

Raising a genuine concern will not result in unfair treatment or reduce access to an appropriate service. Information will be handled sensitively and shared only where necessary, including where safeguarding or legal responsibilities require action.

13. Monitoring, learning and privacy

HH will review feedback, complaints, incidents, accessibility requests, recruitment experience and service learning to identify patterns and improvements. We will not ask people to disclose personal characteristics unless the information is reasonably needed for safe, inclusive service delivery, a lawful monitoring purpose or another legitimate reason.

Any equality information collected will be handled in line with the HH Privacy Notice and information-governance arrangements.

14. Review and responsibility

The Director is responsible for promoting equality, responding to concerns and ensuring this statement remains aligned with HH practice. Everyone delivering services on behalf of HH shares responsibility for respectful, inclusive behaviour and for challenging discrimination safely.

This statement will be reviewed at least annually and earlier following a significant legal, professional, service or organisational change, or where feedback or an incident identifies a need for improvement.

15. Related information

[Accessibility Statement](#) | [Privacy Notice](#) | [Children and Young People's Privacy Notice](#) | [Safeguarding Statement](#) | [Complaints and Feedback Procedure](#) | [Professional Standards and Clinical Governance](#)

YOUR EXPERIENCE MATTERS

Inclusion is an ongoing responsibility, not a one-off statement. HH welcomes respectful feedback about what is working, what creates a barrier and what could help children, teenagers and families participate more fully.

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