



Equality, Diversity & Inclusion

At Quaggy Community Counselling Service, equality, diversity and inclusion are central to our commitment to providing high-quality, accessible and culturally responsive counselling in the Royal Borough of Greenwich and North Lewisham.

Our work is guided by our values of **Quality, Fairness, Transparency, Belonging and Collaboration**, and underpinned by anti-oppressive and anti-discriminatory practice. We recognise that structural inequalities, socioeconomic disadvantage and discrimination can affect access to mental health support. We are committed to identifying and reducing barriers, promoting equity, and ensuring our service is welcoming and inclusive for all.

We take a transparent, data-informed approach to understanding who accesses our service and where inequalities may exist. By listening to client and staff feedback and working collaboratively with our community, we continually reflect, learn and improve.

Our EDI work is subject to ongoing review. We monitor access, engagement and experience data regularly, with oversight from our Senior Management Team and Board of Trustees, to ensure accountability and continuous improvement. Where we identify gaps or inequalities, we commit to taking proportionate action.

Through collaboration with our community, partners and team, we strive to build a service that reflects and responds to the diverse needs of the people we support.