

# Barnet's Mental Health Charter

## To us, Mental Health is:

- **Everyone's business**

It should be considered in all local decision-making because it affects everyone, but remembering that everyone's experiences are individual.

- **As important as physical health**

Recognising it has a huge impact on wellbeing.

- **Supported by positive connections and activities**

- **Impacted by people's life circumstances and harmed by stigma and prejudice**

We must consider the impact of broader cultural, economic and political issues, as well as people's

## We are a supportive and inclusive borough because:

- **We look after each other**

We have a culture of positive mental wellbeing and support each others' mental health in the community, as family, friends, carers, networks, partners, employers or neighbours.

- **We actively challenge stigma and prejudice, raise awareness and improve understanding around mental health**

In support of this, we empower the public and professionals to make every conversation count for mental health.

- **We support mental health across all ages, in our schools and in the workplace**

Our schools and employers actively promote better mental health and respond to mental health issues among their young people and staff.

- **We fight inequality**

We do not accept that inequality is inevitable.

- **We support people to choose life**

One suicide is too many and there is always an alternative.

# Barnet residents are:

- **Empowered**  
To speak about and seek support with their mental health and to make their own decisions, where they have capacity to do so.
- **Informed**  
And able to get accessible information about how and where to get help with their mental health.
- **Treated with dignity and respect**
- **Listened to**  
And confident that their needs will be understood and acted upon in a timely manner.
- **Supported**  
Through being able to access a comprehensive range of support, from preventative services in the community to specialist care, when and where they are needed. Residents are supported quickly and effectively in times of crisis and distress.

# We expect services to:

- **Work with people that have experience of mental health issues**  
Coproduction is at the heart of the development of strategies and the design, delivery and review of services.
- **Take a whole-person approach**  
People are treated as people, not a diagnosis or a number. Services focus on the positive outcomes that each person wants to achieve and work to understand the trauma that people have experienced in the past and how that affects them now.
- **Work together**  
People don't fall through gaps or have to tell their story twice, because services communicate with each other and don't duplicate. Specialist services recognise the importance of the non-medical aspects of mental health and the big role that charities and community groups play in supporting with these.
- **Keep waiting times short**  
Services actively work to maintain short waiting times and provide support to those who are waiting.
- **Help to keep people safe**  
Services offer a safe space where people feel welcomed and a sense of belonging. Staff are trained in safeguarding so they can identify signs of abuse or neglect and help to keep residents safe.
- **Be inclusive**  
Services respect people's protected characteristics, understanding different cultures, sexual identities, neurodiversity and access needs, including digital skills. They continuously look at adaptations needed and train their staff to meet a range of needs. Services are offered in a range of locations (to be close to where people live) and offer face-to-face options.

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