

“Service members” are people
who get support from us

Service member partnership agreement

Welcome to Mind in Bradford!

This agreement highlights the **positive behaviours** we expect from you to help us to be safe, inclusive and supportive for everyone. When you get support from us or have contact with us, it is important you behave in a positive way - using our services means you agree to do that.

The agreement applies any time you are in contact our organisation, whether at our office, in your own home, in the community, over the phone, through emails, letters, texts, or live chats.

We expect these positive behaviours from you and **our team**. We have policies and procedures that guide us to ensure we maintain high standards of behaviour. This helps us to keep a safe supportive and inclusive environment for everyone.

“Our team” is made up of our
dedicated staff and volunteers

Our positive behaviour expectations

- Treat everyone with respect and fairness; behave kindly, considerately and politely
- Communicate respectfully, listen actively and use language that is considerate of others
- Do not use discriminatory, threatening, aggressive or intimidating behaviour or language
- Put everyone's safety first; this includes their physical and psychological safety
- Do not get involved in any form of physical assault or verbal abuse
- Keep people’s information confidential; only share information about other people if you believe someone is at risk of harm, and only share it with one of our staff members or volunteers
- Respect belongings and physical spaces; do not steal from others or damage property
- Use our technology and equipment responsibly and follow our guidance for use of technology and equipment
- Comply with our health and safety rules; this includes not drinking alcohol, smoking or vaping during support or on our premises and keeping the environment clean and tidy (disposing of waste properly, putting your cups and plates in the dishwasher after use)

How we will respond when this guidance isn’t followed

If you do not follow this agreement, we will work with you to help you meet our positive behaviour expectations. This means that our team will step in right away to kindly remind you of the behaviour expectations and ask you to follow them. If the behaviour continues, they will end the session; this could include asking you to leave the premises. They will then report the incident to a senior member of the team who will decide on next steps.

We will decide what actions to take based on how serious the behaviour is and if it has happened before. If it is very serious, or keeps happening, we might need to take stronger actions to keep everyone safe and maintain an inclusive space.

Actions may involve **offering support and advice** if you are having difficulty understanding or following the expectations. We may issue a written or verbal **formal warning** if you continue to struggle with behaviour expectations despite support and guidance. This serves as a clear message to you, that your behaviour needs to change. It would involve a discussion with you, about unacceptable behaviour, and a reminder of our behaviour expectations.

If the behaviour is very serious or doesn't improve after a formal warning, we may temporarily **restrict your access to services**. This means limiting how often and the ways you can access support, for example, limiting to phone support only. This helps us manage risk and provides time for reflection and change.

In extremely serious cases, or if behaviour continues to not meet expectations after a formal warning or restricted access to services, we may issue a temporary **suspension from services**. This ensures the safety and wellbeing of our team and service members, allowing time and space for us all to think about what has happened and how we can make things work better, together. Before returning to services, you will be asked to meet with a Service Manager to discuss the situation and agree how to ensure you are more able to meet our behaviour expectations. Depending on the outcome of this meeting, you may return to services, or there may be further service restrictions put in place, or an extension of the suspension.

Please note, we have a legal duty to report any violation of the law to the relevant authorities. So, if you do something unlawful we may have to **call the police** to report it.

Your voice

If you disagree with the actions we take, you can make a formal complaint online at www.mindinbradford.org.uk/contact-us/complaint-form/, or by calling us on 01274 730815 or by talking to a member of our team. We will respond promptly in line with our complaints policy.

Supporting people who are impacted when positive behaviour expectations are not followed

We are committed to supporting our team and service members who are negatively impacted when behaviour expectations are not followed. This includes anybody who has witnessed or experienced the impact when positive behaviour expectations are not followed. If you need support for this reason, please speak with a member of our team.

Help us keep Mind in Bradford a safe and inclusive space

Our goal is to create a caring environment where everyone feels safe and can thrive. Please speak with a member of our team if you have any concerns about our behaviour expectations not being met. You can call us on 01274 730815, email us at admin@mindinbradford.org.uk, fill in the online form at <https://www.mindinbradford.org.uk/contact-us/> or speak to us in person.

Thank you for helping us keep Mind in Bradford a safe, inclusive and supportive space for everyone!