

# Service member partnership agreement

## Welcome to Bradford District and Craven Mind

This agreement highlights the behaviours we expect from everyone to maintain a safe, inclusive and supportive environment.

It applies whenever you interact with our organisation— in our office, at home, in the community, over the phone, through email, post, text or live chat. By using our services, you agree to follow these expectations.



## Key expectations

We expect all staff, volunteers and service members to follow our core values of caring always, working together, supporting everyone, enabling all and improving continually. Here are our key expectations to uphold these values:

- ✓ Treat everyone with respect and fairness. Be kind, considerate and polite.
- ✓ Communicate respectfully, listen actively, use language considerate of others.
- ✓ Do not engage in physical assault or verbal abuse.
- ✓ Do not steal or damage property.
- ✓ Avoid discriminatory, threatening, aggressive, and intimidating behaviour or language.
- ✓ Keep other people's personal information confidential unless someone is at risk of harm.
- ✓ Use our technology and equipment responsibly, and interact respectfully and responsibly with us using your own technology, including on social media.
- ✓ Follow our health and safety rules, including no drugs, alcohol, smoking, vaping, or being under the influence on our premises or during support.

## If guidelines are not followed:

- Our team will remind you of these expectations.
- If the behaviour continues, they may end the session and report the incident to a senior team member.
- Further actions will be based on the seriousness and frequency of the behaviour. This may include:
  - Support and guidance to help you understand and follow the expectations
  - A formal warning if behaviour does not improve
  - Limiting or restricting access to services if behaviour is serious or repeated
  - Temporary suspension from services in very serious cases

## Your voice

If you disagree with any actions taken, you can make a formal complaint. We will respond promptly in line with our complaints policy.

## Supporting those affected

We are dedicated to supporting anyone negatively affected when behaviour expectations are not followed. The support is personalised and may include access to additional services. If you need support, please contact us.

## Keeping Bradford District and Craven Mind safe and inclusive

To help us keep Bradford District and Craven Mind a safe and inclusive place for everyone, please contact us immediately if you have any concerns about expectations not being followed.

## Contact us

You can contact us for any of the reasons described above by:

- Speaking to us in person
- Calling 01274 730815
- Emailing [admin@mindinbradford.org.uk](mailto:admin@mindinbradford.org.uk)
- Filling out the online form at [www.mindinbradford.org.uk/contact-us/](http://www.mindinbradford.org.uk/contact-us/)