

The Respect Standard



Our Definition

Respect means treating every individual customer, colleague, or partner – with dignity, fairness and compassion, regardless of their background, housing status, or personal circumstances.

Our Commitments

- ✓ **Listening actively and without judgement.**
- ✓ **Communicating clearly, kindly, & without bias.**
- ✓ **Valued lived experience and recognising the impact of stigma.**
- ✓ **Ensuring consistency & transparency in service delivery.**
- ✓ **Upholding the right of every person to feel safe, heard & valued.**

Organisational Commitments

- ✓ **Create a sense of belonging for all communities.**
- ✓ **To develop a progressive and diverse workforce, in a workplace free from discrimination and harassment.**
- ✓ **To engage customers effectively, encourage and promote good relations and advance equality in our local communities.**
- ✓ **To understand our customers, support their needs and sign post as appropriate.**
- ✓ **To ensure the organisation is a leader in inclusion and fairness**

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