Behaviour Expectations

We want our Riverside Community Hub to be a welcoming, safe and respectful place for everyone. Our staff, volunteers and visitors all have a role to play in creating a positive environment.

SNVB's approach is guided by four values:

- **Inclusive** – we value diversity and treat everyone with respect and courtesy.
- **Integrity** – we are open, honest and fair, and seek to put the interests of our members, volunteers and wider community first.
- **Innovative** – we are open to new ideas and creative ways of responding to changing needs in our community.
- **Collaborative** – we work with our partners, members, volunteers and wider community to achieve positive outcomes.

By using our services or attending our premises, we ask everyone to:

Treat others with respect

- Speak to staff, volunteers and other visitors politely and respectfully.
- Treat everyone fairly, regardless of their background, circumstances, identity or personal situation.
- Be mindful that people using our services may be experiencing difficult or challenging circumstances.

Communicate appropriately

- Raise questions, concerns or complaints calmly and respectfully.
- Allow staff and volunteers the opportunity to explain decisions or processes.
- Communicate with us through the appropriate channels rather than confronting or repeatedly contacting individual staff or volunteers.
- You can leave comments, compliments and complaints on the SNVB website, snvb.org.uk

Maintain a safe environment

- Do not engage in threatening, intimidating, abusive or aggressive behaviour.
- Physical aggression, threats of violence or harassment will not be tolerated.
- Do not damage property or equipment belonging to the organisation, staff, volunteers or other visitors.
- Follow reasonable instructions from staff or volunteers relating to health, safety and the operation of our services.
- Children are welcome at the Riverside Community Hub but must be supervised at all times.

Respect our staff and volunteers

Our staff and volunteers give their time and work to support the local community. We understand that people may sometimes be frustrated or upset, but concerns should be expressed in a way that allows them to be addressed constructively.

Abusive, threatening or intimidating behaviour towards staff or volunteers is not acceptable.

Respect other visitors

- Be considerate of other people using the service.
- Respect personal space and privacy.
- Avoid behaviour that could make others feel uncomfortable, intimidated or unwelcome.

Use of our services

- Please follow the relevant arrangements and procedures for accessing the food larder, café and community hub.
- Treat food, facilities and equipment with care.
- Follow any reasonable rules relating to queues, appointments, collections, opening times and use of shared spaces.

If concerns arise

We recognise that misunderstandings and disagreements can happen. Wherever possible, we will seek to resolve concerns calmly and constructively.

Where behaviour does not meet these expectations, we may speak to the individual involved and explain what needs to change. Depending on the circumstances, further action may include asking someone to leave the premises temporarily or reviewing their access to our services.

In serious circumstances, or where behaviour continues despite previous discussions, access to our services may be restricted or withdrawn.

Any decision to restrict or withdraw access will be considered in relation to the circumstances and the safety and wellbeing of staff, volunteers and other service users.

Our commitment

These expectations apply to everyone using or representing our organisation. We will aim to treat all individuals fairly, respectfully and with dignity, while maintaining a safe and welcoming environment for the whole community.