

## **Health and Adult Services Respect Statement – guidance for use**

(Updated 27 November 2025, plus update to HAS policies & procedures link, 4.12.25)

### **Background**

The HAS Respect Statement is intended to support colleagues when working with the public, and to contribute to our culture of respect within the Directorate. It has been developed in response to feedback from colleagues about the increase in discriminatory incidents, particularly racism. Discriminatory behaviour can come not only from those who access our services but also from their families or carers. Colleagues wanted something that they could share with people to communicate the Directorate's stance on such behaviour.

Following conversations with a wide range of colleagues in HAS, and researching statements from other councils and in the NHS, the statement below was agreed by HASLT.

The statement is part of our [Respect toolkit](#). It aims to reinforce an expectation of mutual positive behaviour: that we all treat each other with respect.

NYC launched the 'Service with Respect' campaign in Customer Service Week, which took place in October 2025, linked to the national Institute of Customer Services campaign. This campaign uses similar language about treating each other with respect, and will help to reinforce our approach: [Customer Service Week: Service with Respect](#)

The HAS Respect statement includes our commissioned services to support a consistent approach to building a culture of respect and addressing discriminatory or abusive behaviour, whether directed against an NYC colleague or a colleague from a provider service.

### **How to use the statement**

There are two parts to the statement: a headline and the full statement. The headline is available as email and letter banners, and a Teams background.

The full statement is on the NYC internet here: [Health and Adult Services: Respect Statement | North Yorkshire Council](#) and on the Adult Social Care pages, for example: [Get help and support with adult social care | North Yorkshire Council](#)

Colleagues are invited to add the banner to their email signatures and use the letter template and Teams background. The headline statement, with link, will also be added to ASC leaflets, on-line forms etc.

When a colleague feels that they are being treated with prejudice or in a harmful way by a person they are supporting (or the people around them), the statement can be used as an intervention and to support discussion with the individual about behaviour expectations. Where possible, this should be supportive, and be aimed at developing understanding around the issues raised.

The statement can also be used as a basis for discussion with people who are expressing discriminatory views to a worker, but not about them. It is important to intervene where possible in such scenarios, as this also creates a negative working environment for our staff and should not be tolerated.

The statement can be used along with the approaches outlined in the Respect toolkit and 'Protecting colleagues from harassment and discrimination' procedure. For example, where initial discussion has either not been possible, or the incident is at a level to make it inappropriate, the line manager may use the statement to support a further conversation with the individual, and then include it in a letter to confirm that conversation and expectations of future behaviour.

Colleagues are recommended to discuss the issues and agree the approach with their line manager, and managers are strongly encouraged to make use of these materials in supporting our colleagues to develop a culture of respect that does not tolerate discriminatory behaviour.

Please note that in cases where a person whose needs and histories mean they are likely to present with behaviours that challenge and may lack the ability to moderate this, and this includes abusive or discriminatory language and/or behaviour, colleagues will need to consider the appropriate response for that individual, such as the use of positive behaviour support and behaviour support plans.

## **The HAS Respect Statement**

### **North Yorkshire Council Health and Adult Services**

**We commit to treating everyone with respect. Thank you for treating us with respect too.**

#### **Here to support you**

We're here to support you, especially during times of change, stress, or uncertainty. Whether it's you or a loved one receiving support, we understand that this can be a difficult time. Our team is committed to treating you with kindness, dignity, and respect. We ask that you treat us with the same respect in return.

#### **What respect means**

Respectful behaviour helps us work together safely and effectively. We will not tolerate:

- refusing support from workers for prejudiced reasons, such as their ethnicity or nationality
- racist, sexist, homophobic, transphobic or any other prejudiced language
- offensive, threatening or aggressive behaviour
- sexual harassment
- unwanted physical contact or assault
- abusive language

#### **Protecting our staff**

If a member of our team experiences disrespectful or abusive behaviour, we will address it directly. This may lead to changes in the care or support provided, and in serious cases, we may report incidents to the police.

This applies to everyone who works with us, whether they are directly employed by North Yorkshire Council Health and Adult Services or work for organisations that provide services on our behalf.

#### **If you have concerns**

If you're unhappy with the service or a staff member's behaviour, please let us know. We welcome feedback and will take your concerns seriously:

 [Get in touch | North Yorkshire Council](#)

We are proud to support a diverse workforce and community. Learn more about our commitment to inclusion:

 [Equality, diversity and inclusion policy | North Yorkshire Council](#)

**Let's work together with respect - for better care and a safer environment for everyone**

## **Respect resources**

The current Respect toolkit, 'Protecting colleagues from harassment and discrimination' procedure and resources guide are available via the ASC Practice Framework:

- [Respect Initiative](#)
- [HAS Policies & Procedures](#) (Workforce Guidance section)

## **Email, letter and Teams designs**

These are all available to download in the ASC Practice Framework: [Respect Initiative](#)

### **Email banner**



(Letter banner is the same, embedded into the footer of the NYC letter template)

### **Teams background**



We welcome feedback on this guidance, or the Respect initiative in general. Please contact [shanna.carrell@northyorks.gov.uk](mailto:shanna.carrell@northyorks.gov.uk) or [joanne.gilbert@northyorks.gov.uk](mailto:joanne.gilbert@northyorks.gov.uk)

## **Version 2: 27 November 2025**

(Plus.update.to.HAS.policies.and.procedures.link?0;78;8🔊)