

# **Health and Adult Services Respect initiative**

**Home Based Support Provider Engagement Forum  
18 December 2025**

# The current context

## **NHS staff who visit patients at home say St George's flags can mean 'no-go zones'**

Black and Asian staff left feeling 'deliberately intimidated', according to chief executive of one NHS trust

Guardian 11.11.25

Racism against social workers has increased significantly in past year, say practitioners

Community Care 11.11.25

## **NHS staff bearing brunt as 'ugly' racism of 70s and 80s returns, says Streeter**

Exclusive: Health secretary and NHS England chief warn of winter pressures and rising levels of abuse

Guardian 4.11.25

Skills for Care and the [Race Equity Reference Group](#) together are deeply shocked and saddened by recent reports of racist abuse directed at care workers in connection with the anti-immigration protests. Such behaviour is appalling, unacceptable, and has no place in our society.

[Joint statement on the safety and respect of the social care workforce](#) (12.9.25)





# The Respect Initiative - background

- Started during the pandemic, in response to feedback from colleagues who reported an increase in challenging or abusive interactions with the public in the course of their work
- A working group was set up and developed the Respect toolkit
- More recently, we have developed a public-facing Respect statement
  - Part of our ongoing work to tackle rise in racist and other incidents
  - Respect headline message encourages positive behaviour, based on NHS approach
  - Followed by clear statement on behaviour expectations to support the headline message
  - Includes commissioned care services
- Overall aim is to promote and reinforce a culture of mutual respect





# The Respect Initiative

- ✓ A toolkit to help colleagues to:
  - understand where disrespectful interactions are taking place and why
  - provide clarity on the expectations during difficult or abusive conversations
  - highlight techniques on how to manage difficult or abusive conversations
  - outline methods to support colleagues' resilience and recovery
  - raise awareness of related policies and processes
- ✓ Complements existing policies, procedures and guidelines to contribute to a more respectful, safe culture for all
- ✓ Now includes the new public-facing Respect statement

# What's in the Respect toolkit?

- **HAS Respect Initiative workbook:** a workbook for practitioners including exercises, top tips and guidance
- **Respect model and Know the Line:** posters outlining what acceptable and unacceptable behaviour looks like
- **Supporting each other:** guidance and top tips for practitioners on how to best support one another when handling disrespectful and abusive behaviour, and on managing difficult conversations.
- **'Protecting colleagues from harassment and discrimination from people who access support, family members, carers and providers/other third parties' procedure:** outlines the steps that colleagues, managers and the organisation should take if workers experience discriminatory behaviour from people we support, their families, and others in the course of our work.
- **The Respect statement:** public-facing statement setting out behaviour expectations
- **Respect statement guidance:** how to use the Respect statement
- **Respect statement design resources:** email and letter banners, and Teams template

## **Health and Adult Services: Respect statement**

**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**

# Communicating the statement

- Headline message: letter and email banners, Teams background
- Will be added to ASC leaflets, on-line forms etc
- Full statement on NYC website, linked from ASC web pages:
  - [Health and Adult Services: Respect Statement | North Yorkshire Council](#)
  - [Get help and support with adult social care | North Yorkshire Council](#) (example)
- Comms for HAS & commissioned services to share the statement
- Creating accessible versions of the statement inc. easy read
- Respect toolkit and discrimination/harassment procedures sit behind

# Email and letter template banner



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

North Yorkshire Council Health and Adult Services | Here to support you





# ASC web page example

## ! Apply for social care

The first step to apply for help and support from us is to:

### Complete an online form

You can complete this online form to request support for yourself, or you can complete it on behalf of somebody else, such as a relative or friend. You will need to have their consent to do this. You should get them to help answer the questions.

Request care and support online

### Request care and support over the phone

If you would prefer to talk to someone about your care needs, [contact us](#).

We commit to treating everyone with respect. Thank you for treating us with respect too. Read our [Health and Adult Services respect statement](#) for details.

# What we're working on

- Reviewing guidance and third-party harassment procedure to strengthen our approach to supporting commissioned services and ensuring a consistent response
- More clarity on Hate Crime reporting (particularly when incidents occur in people's own homes) – working with NYC Safer Communities and NY Police Hate Crime team to put on info/Q&A sessions
- Communicating the Respect culture with people who access support and wider community
- Developing our understanding of appropriate response in cases where a person whose needs/history means that they are likely to present with behaviours that challenge
- Considering the approach when behaviour (for someone with capacity) does not change

# Your views

- What are your experiences of racist and other discriminatory and/or abusive behaviour from people who access support?
- What do you have in place to address such behaviour?
- What are the challenges?
- How can Health and Adult Services support you?

Send your feedback to [Joanne.Holland@northyorks.gov.uk](mailto:Joanne.Holland@northyorks.gov.uk)