Building Bridges Programme Acceptable Conduct Statement

1. Statement Summary

The partnership of organisations delivering the Building Bridges Programme is committed to providing a safe, positive, fair and honest environment in which to provide a high quality and efficient service to our participants.

We are continually seeking to adapt and improve our delivery to better meet our participants' needs.

Within this context, it is important to set out acceptable standards of conduct for everyone involved in the programmes, including staff, participants, potential participants, referrers, those providing support and suppliers.

This Statement relates to all forms of communication, including face to face meetings, telephone conversations, text messages, email, social media and letters.

We will not condone any form of unacceptable conduct in the delivery of the programme. If an individual repeatedly fails to comply with the requirements outlined in this document and/or fails to respond to requests to address poor conduct, then we reserve the right to remove them from the programme.

We recognise that individual organisations within the partnership delivering the programme may have their own acceptable conduct policies and this Statement is intended to operate in conjunction with these in matters relating to the delivery of the Building Bridges Programme.

The programme also has separate statements covering feedback and complaints.

In addition, each partner organisation has their own safeguarding policy.

2. Examples of Unacceptable Conduct

All forms of violence, aggression and anti-social conduct are wholly unacceptable in the delivery of the programme.

Examples of such unacceptable conduct includes:

- Acts of violence to people (e.g. pinching, pushing, holding, spitting, hitting, use of a weapon), or to property (e.g. to buildings, vehicles, etc.)
- Objects thrown at employees, participants, equipment or premises
- Implied or actual threats of physical violence (oral or written)
- Intimidation in any form
- Victimisation
- Verbal abuse, harassment, or aggression
- Sexual harassment
- Persistent aggravating conduct
- Racist and/or sexist remarks

- Persistent obscene language (oral or written), offensive gestures or body language
- Any conduct that affects, or is likely to affect, another person's personal wellbeing, including the wellbeing of staff
- Any conduct that causes, or is likely to cause, harassment, alarm or distress (e.g. derogatory remarks, rudeness, inflammatory statements and unsubstantiated allegations)
- Withholding any information which impacts the safe and legal delivery of support and services through the programme (e.g. failure to disclose bail conditions, any pending court cases, and/or criminal convictions which may require an assessment of risk)
- Being under the visible influence of alcohol or recreational drugs

If the delivery of the programme or the conduct of the programme staff fails to meet anyone's expectations, in the first instance they should seek to address this with their Employment & Education Mentor in line with the Programme Feedback and Complaints Statement.

There are some occasions, however, where complaints can be classed as unacceptable conduct, including:

- Persistently making the same complaint, despite the matter having been fully addressed and/or investigated under the Feedback and Complaints Statement, or seeking an unrealistic outcome with intent to persist until the desired outcome is achieved
- Repeating complaints about a previous or historical matter that cannot be undone or remedied
- Repeatedly changing the nature or focus of a complaint or the desired outcome, part way through an investigation or after a formal response has been provided

3. Consequences of Unacceptable Conduct

In the first instance, all occurrences of unacceptable conduct (whether relating to participants, programme staff or suppliers) should be managed in line with the management policies, procedures and processes of the relevant Building Bridges partner organisation.

Wherever possible, a proportionate, graduated response to unacceptable conduct should be adopted by the relevant partner organisation or programme team.

3.1 Identifying Conduct as Unacceptable

In instances where an individual's conduct is unacceptable, we will explain why and ask them to modify it. We will explain that if this does not happen, we will apply sanctions to their contact with us. We will then monitor their conduct and give them the opportunity for it to improve.

3.2 Sanctions on Unacceptable Conduct

If conduct continues to be unacceptable after we have asked for it to be modified, we may impose intermediate sanctions to their contact with the Programme, such as restricting contact to specified days and/or times or requiring several people to be present for meetings or conversations.

3.3 Disengaging Support

Where intermediate sanctions have not resolved the issue of unacceptable conduct, where it is persistent, or where the conduct is so extreme from the start that no other options are left, we reserve the right to disengage all support for the individual and remove them from delivery of the Programme.

3.4 Extreme Conduct

Where conduct is so extreme that it is an immediate threat to the safety and welfare of participants, staff or others, the Programme staff will seek to make the situation safe and seek advice from their manager and/or the Police to consider taking legal action rather than initiating the steps outlined above.

3.5 Appeals

An individual can challenge the decisions we make under this Statement if they disagree with them by going through the relevant partner's complaints process.

4 Key Contacts

The key contacts for concerns to be raised through this Statement are:

Position	Name	Email Address	Telephone Number
Head of Employability Programmes	Dave Potts	dpotts@communityfirst.org.uk	01380 732826 07738 883186
Community First Chief Executive	Lynn Gibson	lgibson@communityfirst.org.uk	01380 732811

5 Statement Review

This Statement will be reviewed on at least an annual basis to incorporate any operational or legislation changes.

Issued by:

Name: Dave Potts
Position: Head of Employability Programmes
Date: 1st April 2026