

**Treat you  
fairly**

**Help you to  
understand  
what to expect  
from us**

**Keep learning so that  
we are the best we  
can be**

**Let you know what  
information we keep  
about you and why**

**Listen to  
you and  
take you  
seriously**

**Respect  
your privacy  
unless we're  
worried about  
someone's  
safety**

**What you can  
expect from us.  
We will...**

**Recognise  
that everyone  
is different  
and has much  
to contribute**

**Put you at  
the centre of  
the work we  
do together**

**Help you get the  
support you need**

**Be open and  
honest and do what  
we say**

**Put your  
needs first**

**Support you  
to make your  
own decisions**