



This has been written by Health and Adult Services and the easy read advisory group 'Help us to help you'.

 A woman in a red top is kneeling and showing a tablet to a woman in a red top who is sitting in a wheelchair. They are both smiling and looking at the screen.	<h2>Respect</h2>
 A woman in a red top is standing and shaking hands with a woman in a red top who is sitting in a wheelchair. They are both smiling.	<p>We want everyone to treat each other with respect.</p>
 A woman in a red top is sitting on a metal chair and talking to a woman in a wheelchair. The woman in the wheelchair is holding a blue cup. They are both smiling.	<p>Respect means treating others how you want to be treated.</p> <p>We promise to treat you with respect.</p> <p>Please treat us with respect too.</p>
 Two women are standing and holding hands. The woman on the left is wearing a blue top and the woman on the right is wearing a pink top. They are both smiling and have their arms raised in a gesture of support.	<p>When we support you, we will be kind to you.</p> <p>Please be kind to us as well.</p>



Treating each other with respect and kindness helps to keep us all safe.



We do not accept



Saying no to support from workers because of their skin colour or where they come from



Being rude to support workers because of what they look like or who they are



Using bad language or threats



Hitting support workers



Sexual harassment of support workers.

Sexual harassment means any unwanted sexual behaviour that makes someone feel upset or scared.



What we will do if support workers are treated badly



We might have to change your support.



If a support worker has been treated very badly, we might need to tell the police.



We want to make sure that everyone is treated kindly and fairly and with respect.



If you are not happy with your support, please tell us. We will listen to you.

	<p>You can phone us on:</p> <p>01609 532638</p>
	<p>You can email us:</p> <p>HAS.Feedback@northyorks.gov.uk</p>
	<p>You can write to us at:</p> <p>Adult Social Care Customer Feedback County Hall Northallerton North Yorkshire DL7 8AD</p>
	<p>You can ask someone you trust to help you.</p>
 <p>Accessible Information Standard</p>	<p>If you would like this leaflet in another language or in large print, audio or braille, please contact HASengagement@northyorks.gov.uk</p>



February 2026