

What we Expect from members

- Standards of Respect,
Inclusion, and Community

A comprehensive guide to expected behavior and conduct at Blossom Group.

Version 1.0 • January 2026



Welcome to Our Community

Blossom Group is committed to creating a **welcoming, safe, and inclusive environment** where all individuals can thrive, grow, and reach their full potential. This policy sets out the standards of behavior and conduct we expect from all clients who access our services.

By engaging with Blossom Group services, you become part of a community built on mutual respect, understanding, and shared values. Together, we create spaces where everyone belongs and can flourish.

Your Commitment

- Read, understand, and comply with this policy
- Treat all staff, volunteers, and fellow clients with dignity and respect
- Support our mission of building strong, connected communities
- Take responsibility for your actions and their impact on others
- Contribute positively to the community we are building together

📌 This policy applies to all interactions with Blossom Group, including on-site activities, off-site events, online platforms, communications, and any representation of Blossom Group in the wider community.

The Principles That Guide Us

Blossom Group operates on six core values that form the foundation of everything we do. We expect all clients to uphold these principles in their interactions with staff, fellow clients, and the broader community.



Respect

Value the dignity, worth, and contributions of every individual. Acknowledge diversity, listen actively, and treat property and resources with care.



Inclusion

Welcome people from all backgrounds without exception. Create opportunities for meaningful participation and celebrate diversity as a strength.



Integrity

Act honestly and transparently in all dealings. Take responsibility for your actions, follow through on commitments, and admit mistakes.



Kindness

Demonstrate compassion and empathy toward others. Offer support when needed, practice patience, and assume positive intent.



Collaboration

Work cooperatively with others. Share knowledge, skills, and resources while supporting collective goals and recognizing our shared strength.



Empowerment

Take ownership of your personal development. Support others in achieving their goals, use your voice constructively, and embrace growth opportunities.

Our Anti-Discrimination Commitment

Blossom Group has **zero tolerance for discrimination** in any form. We expect all clients to uphold the highest standards of equality and respect.

Protected Characteristics

You must NOT discriminate against, harass, or victimize any person based on race, ethnicity, religion, gender identity, sexual orientation, age, disability, pregnancy, socioeconomic background, housing status, health conditions, neurodiversity, family structure, language, appearance, or any other protected characteristic under equality legislation.

We recognize that individuals may experience multiple forms of discrimination simultaneously. **Intersectionality matters**, and we expect clients to understand that identity is complex and multifaceted.

Expected Actions

- Treat all individuals as equals regardless of their characteristics
- Use inclusive language that does not exclude or marginalize
- Challenge discriminatory behavior when safe to do so
- Report discrimination when you witness or experience it
- Educate yourself about different identities and experiences
- Recognize your own biases and work to address them
- Respect people's chosen names, titles, and pronouns
- Celebrate diversity and create space for all voices

Respect in Practice

FOR STAFF, VOLUNTEERS, AND COMMUNITY MEMBERS

All clients must demonstrate respect toward Blossom Group staff, volunteers, fellow clients, visitors, and community partners. Respect forms the foundation of our community and creates an environment where everyone can thrive.



Respect for Staff and Volunteers

Follow reasonable instructions from staff members and speak courteously and professionally. Recognize that staff are here to support you, not to serve you, and understand they have responsibilities to all clients. Value their expertise and professional judgment while respecting work-life boundaries.

- Do not make unreasonable demands on staff time
- Do not attempt to manipulate, intimidate, or pressure staff
- Thank staff for their assistance and support
- Provide constructive feedback rather than personal attacks



Respect for Fellow Clients

Welcome new members warmly and help them feel included. Be patient with those who may need additional support and respect personal space and physical boundaries. Listen when others are speaking and value different opinions and perspectives.

- Support others in their goals and challenges
- Celebrate the successes of fellow clients
- Respect confidentiality when others share personal information
- Resolve conflicts directly and respectfully
- Recognize that everyone's journey is different



Physical Respect

Maintain appropriate physical boundaries and always ask permission before touching someone. Respect personal space (generally 1-2 meters unless closer interaction is appropriate) and do not engage in unwanted physical contact.

Be mindful of cultural differences regarding personal space and physical interaction. What feels comfortable to you may not be comfortable for others.

How We Communicate Matters



Effective, respectful communication is essential to building strong relationships and fostering understanding within our community. How we speak to one another shapes the culture we create together.

Respectful Communication Includes:

- Using polite, courteous language at all times
- Addressing people by their preferred name and title
- Listening actively without interrupting
- Speaking at an appropriate volume
- Using "I" statements rather than accusatory language
- Expressing disagreement respectfully
- Acknowledging others' contributions

Inclusive Language

Use gender-inclusive language (they/them when gender unknown), avoid gendered assumptions, use person-first language when discussing disability, respect identity-first language when preferred, and ask people how they wish to be identified.

Prohibited Communication

Never use abusive, threatening, or intimidating language. Swearing, shouting, personal insults, passive-aggressive communication, gossiping, sharing confidential information about others, manipulation, or making demands rather than requests are all prohibited.

Safety, Health, and Well-Being

PROTECTING OUR COMMUNITY

Creating a safe environment is a shared responsibility. Everyone has a role to play in maintaining health and safety standards that protect all members of our community.

1

General Safety

Follow all health and safety rules and procedures. Report hazards or safety concerns immediately and participate in evacuation drills and emergency procedures. Know the location of emergency exits and follow fire safety regulations.

2

Health and Hygiene

Stay home if you have symptoms of infectious illness and follow current public health guidance. Practice good hygiene including regular hand washing and appropriate tissue use. Inform staff if you have been exposed to infectious disease.

3

Medical Needs

Inform staff of any medical conditions that may require support. Store medication securely and appropriately, do not share medication with others, and carry emergency medication (e.g., EpiPen, inhaler) if required.

4

Safeguarding

Be aware of signs of abuse, neglect, or exploitation. Report any safeguarding concerns immediately to designated staff. Maintain appropriate boundaries with young people and vulnerable adults.

Participation and Engagement

MAKING THE MOST OF YOUR EXPERIENCE

Active participation enriches your experience and strengthens our community. When you engage fully, you not only benefit yourself but also contribute to the learning and growth of others around you.

Your Participation Matters

We expect clients to attend scheduled sessions and activities, arriving on time and staying for the full duration. Engage actively with activities and discussions, complete any pre-work or preparation required, and bring necessary materials and equipment.

Share your skills, knowledge, and experiences generously. Support others in their participation, provide feedback to improve programs, and take ownership of your learning journey. If you cannot attend a scheduled session, notify staff as soon as possible.



Commitment

Give your full attention and energy



Notice Period

Inform us if you can't attend



Preparation

Come ready to participate

Additional Expectations

Facilities and Resources

Treat all facilities with respect and care. Leave spaces clean and tidy after use, return equipment to its proper place, and report any damage or maintenance issues.

Financial Responsibilities

Pay fees and charges on time. Inform staff if you are experiencing financial difficulty and request payment plans if needed.

Digital Conduct

Use official platforms for their intended purpose. Represent Blossom Group positively online and respect others' privacy and consent.

Members Agreement & Centre Rules

YOUR AGREEMENT WITH US

By registering with Blossom Group, you enter into a Members Agreement. This agreement is a commitment to uphold the values, rules, and standards of our organisation and the centre in which services are delivered. Compliance is not optional — it is a condition of your continued membership and access to services.

Members Agreement — You Agree To:

- Abide by all terms and conditions set out in your signed Members Agreement
- Comply with all rules of Blossom Group services and the centre at all times
- Follow the instructions of staff, volunteers, and centre management
- Use services only for their intended purpose
- Not misuse, damage, or remove any property belonging to the centre or other members
- Notify Blossom Group of any changes to your personal circumstances that may affect your membership or eligibility for services
- Renew or update your membership details as required
- Understand that breach of the Members Agreement may result in suspension or termination of membership

Centre Rules — You Must:

- Sign in and out of the centre as required
- Wear any required identification or visitor passes
- Keep noise levels appropriate to the environment
- Not bring prohibited items onto the premises (including alcohol, drugs, or weapons)
- Respect shared spaces and leave them clean and tidy for others
- Follow all fire safety and evacuation procedures
- Not loiter in or around the centre outside of your scheduled appointment or activity
- Respect the privacy and space of other members and visitors at all times

 Failure to comply with the Members Agreement or centre rules may result in your access to services being restricted or withdrawn. If you are unsure about any rule or requirement, please speak to a member of staff.

Form Filling & Advice Services — Important Requirements

SERVICE CONDITIONS

Blossom Group offers a form filling and advice service to support members with applications, correspondence, and official documentation. To ensure accuracy, compliance, and the protection of all parties, the following requirements apply without exception.

The person whose form or application is being completed **MUST** be physically present at the appointment. We are unable to complete, submit, or process any form or application on behalf of someone who is not personally seen and assessed by our adviser.

Why In-Person Assessment is Required

Our advisers have a duty of care and a legal obligation to verify the identity and circumstances of the individual they are supporting. Completing forms without seeing the person concerned could result in inaccurate information, fraudulent applications, or harm to the individual. This requirement protects you, our staff, and the integrity of the service.

What You Must Bring

- Valid photo ID for the person the form relates to (passport, driving licence, or national ID card)
- Proof of address (utility bill, bank statement, or official letter dated within 3 months)
- Any relevant supporting documents related to the form or application
- For a child's application — an original birth certificate must be provided. We cannot process any form or application relating to a child without sight of their birth certificate
- Any previous correspondence or reference numbers relating to the application

Children & Young People

- A parent or legal guardian must be present at all appointments involving a child
- An original birth certificate must be presented for any form or application relating to a child — no exceptions
- We may ask for proof of parental responsibility or guardianship
- The child's welfare is our priority; our advisers may ask questions directly to the child where appropriate and age-appropriate
- If there are any safeguarding concerns, our adviser is required to follow Blossom Group's Safeguarding Policy

📌 Appointments cannot proceed without the required documentation. Please contact us in advance if you are unsure what to bring. We would rather help you prepare than turn you away on the day.

Consultation Etiquette — Respecting Appointments in Progress

PLEASE READ CAREFULLY

When a member is in a consultation or appointment with an adviser, that time is private, confidential, and protected. We ask all members, visitors, and guests to observe the following rules without exception. Disrupting an appointment in progress is a serious breach of our community standards.

Do Not Approach the Adviser

While an adviser is in session with a client, you must not approach them, interrupt them, or attempt to attract their attention for any reason. If you need assistance, please speak to another member of staff or wait until the session has concluded.

Do Not Sit Nearby

Please do not sit in close proximity to a consultation in progress. Sitting nearby — even unintentionally — can compromise the privacy and confidentiality of the person being seen. Please maintain a respectful distance and use designated waiting areas only.

Do Not Interrupt or Disrupt

Raising your voice, making noise, or engaging in behaviour that disrupts an ongoing consultation is not acceptable. This includes phone calls, conversations, or any activity that could distract the adviser or the client.

Wait in the Designated Area

If you are waiting for an appointment or for someone who is in a session, please use the designated waiting area. Staff will call you when it is your turn or when the person you are waiting for is ready.

Respect Privacy at All Times

You may overhear fragments of conversations. You must not repeat, share, or act upon anything you hear. Confidentiality is everyone's responsibility.

Our advisers give every client their full, undivided attention. Please extend the same courtesy to others that you would wish to receive yourself.

 If you have an urgent matter that cannot wait, please speak quietly to a member of staff at the reception or information point. Do not approach an adviser who is in session.

Safeguarding — Protecting Everyone in Our Community

SAFEGUARDING POLICY

Blossom Group is committed to safeguarding and promoting the welfare of all individuals who access our services, with particular attention to children, young people, and vulnerable adults. Safeguarding is everyone's responsibility — staff, volunteers, and members all have a role to play.

Our Safeguarding Commitments

- All staff and volunteers are trained in safeguarding and follow Blossom Group's Safeguarding Policy
- We have a designated Safeguarding Lead who oversees all safeguarding matters
- Any concerns about the welfare of a child, young person, or vulnerable adult will be taken seriously and acted upon promptly
- We work in partnership with statutory agencies including social services, the police, and health services where required
- Safeguarding concerns will always take priority over confidentiality where there is a risk of harm
- We follow all relevant legislation including the Children Act 1989, the Care Act 2014, and Working Together to Safeguard Children guidance

Your Safeguarding Responsibilities

- If you have concerns about the welfare of a child or vulnerable adult, report them immediately to a member of staff
- Do not attempt to investigate safeguarding concerns yourself
- Do not share information about safeguarding matters with other members
- Cooperate fully with any safeguarding enquiry or process
- Be aware that staff are legally required to report certain concerns — this is not a breach of confidentiality
- Treat all safeguarding matters with the utmost seriousness and discretion

The safety and welfare of children, young people, and vulnerable adults is paramount. No other consideration — including confidentiality or membership status — will take precedence over a genuine safeguarding concern.

 To report a safeguarding concern, speak to any member of staff immediately. In an emergency, always call 999 first.

Confidentiality — What We Share, What We Don't

PRIVACY & CONFIDENTIALITY

Blossom Group takes confidentiality seriously. Everything shared with our staff and advisers in the course of receiving a service is treated with the highest level of discretion. We expect the same standard from all members.

01

What We Keep Confidential

All personal information, circumstances, and details shared with Blossom Group staff or advisers are confidential. We will not share your information with third parties without your explicit consent, except where we are legally required to do so (for example, in safeguarding situations or by court order).

02

What Members Must Keep Confidential

As a member, you may become aware of other members' personal circumstances, conversations, or situations. You must not share, discuss, or disclose any information about other members — inside or outside the centre. This includes social media, conversations with friends or family, and any other form of communication.

03

When Confidentiality Has Limits

Confidentiality is not absolute. Where there is a risk of serious harm to you or another person, or where we are required by law, we may need to share information with relevant authorities. We will always aim to discuss this with you first where it is safe and appropriate to do so.

Your Data & Privacy Rights

- You have the right to access the personal information we hold about you
- You may request corrections to inaccurate data
- You may withdraw consent for non-essential data processing at any time
- We store your data securely and only for as long as necessary
- We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

Breaching Confidentiality

- Sharing another member's personal information without consent is a serious breach of this policy
- Breaches of confidentiality will be investigated and may result in suspension or termination of membership
- In serious cases, breaches may be reported to relevant authorities
- If you believe your confidentiality has been breached, report it to a member of staff immediately
- All reports will be handled sensitively and investigated promptly

 For a full copy of our Privacy Policy or Data Protection Policy, please ask at reception or speak to a member of staff.

Consequences and Resolution

Actions have consequences to protect our community. We believe in fair, proportionate responses that prioritize learning, growth, and restoration of relationships wherever possible.



Factors considered include the severity of behavior, impact on others, whether behavior is repeated, your response to feedback, and any mitigating circumstances. Our goal is always to support positive change.

Conflict Resolution

We encourage direct, respectful communication to resolve conflicts. Speak directly to the person involved when safe and appropriate, use "I" statements to express your feelings, and listen to the other person's perspective. Focus on the issue, not the person, and look for mutually acceptable solutions. Involve staff when direct resolution has been unsuccessful or when safety is a concern.

Your Rights and Responsibilities

BUILDING OUR COMMUNITY TOGETHER

Being part of Blossom Group means both enjoying important rights and accepting essential responsibilities. Together, these create the foundation for a thriving, supportive community where everyone can flourish.

Your Rights

- To be treated with dignity and respect
- To access services without discrimination
- To have your voice heard
- To give feedback and make complaints
- To privacy and confidentiality (within legal limits)
- To reasonable adjustments for disabilities
- To a safe environment
- To clear information about services
- To be involved in decisions about your support
- To access your personal information
- To advocacy and support

Your Responsibilities

- To treat others with respect
- To follow policies and procedures
- To attend scheduled activities
- To communicate any changes or concerns
- To engage positively with services
- To respect boundaries
- To take responsibility for your actions
- To support the community
- To provide honest information
- To respect property and resources
- To follow health and safety rules
- To comply with all rules, policies, and procedures of Blossom Group services and the centre at all times
- To adhere to the terms set out in your signed Members Agreement
- To provide accurate and honest information when accessing any service
- To respect the confidentiality of other members and not share or discuss what you see or hear about others at the centre

Moving Forward Together

This policy is reviewed annually with input from clients, staff, and stakeholders. Updates are communicated clearly to all clients, and training is provided on significant changes. We welcome your feedback on this policy at any time.

Thank you for being part of our community and for your commitment to upholding these standards. Together, we build a space where everyone belongs, grows, and thrives.