1st Enable Ltd

1st Enable Working Together with Respect

Our Approach to Safety, Partnership, and Positive Communication

1st Enable Ltd are committed to providing safe, compassionate, and high-quality care for the people we support. We value the important role families; representatives and third parties play and believe that working together respectfully helps us achieve the best possible outcomes.

We understand that caring situations can be emotional and, at times, challenging. This statement explains how we work with families, representatives and third parties and what we can all expect from one another to maintain a calm, safe, and positive environment.

Our Commitment to You

Our staff are committed to:

- Treating the people we support and their families with dignity and respect
- Acting in the best interests of the people we support
- Listening carefully to concerns, questions, and feedback
- Being open, honest, and fair if things do not go as expected
- Working in partnership with all third parties to resolve concerns constructively

Raising Concerns or Sharing Feedback

We welcome concerns and feedback and encourage you to raise them as early as possible.

When concerns are raised, we will:

- Listen respectfully and take them seriously
- Investigate matters thoroughly and fairly
- Keep you informed as appropriate
- Work with you to find suitable and proportionate solutions

You can raise concerns by:

- Speaking to a member of staff or the service manager
- Using our formal complaints procedure
- Using the Speak Up or Whistleblowing policies where appropriate

Respectful Communication and Behaviour

Respectful communication and behaviour are always expected from everyone and towards everyone we interact with. This includes our staff, managers, the people we support, families, relatives, representatives, advocates, visitors, contractors, suppliers, professionals, partner organisations and any other third parties. These expectations are mutual and apply in person, by telephone, in writing, by email, online and through social media, including when raising concerns, making complaints or disagreeing with a decision.

We expect everyone to:

- Communicate respectfully, even when feeling worried, upset, or frustrated
- Raise concerns calmly and constructively
- Allow staff to carry out their roles without fear of harm or intimidation
- Work with us in a spirit of partnership and mutual respect

Everyone remains welcome to ask questions, express disagreement and raise genuine concerns or complaints without being treated unfairly for doing so.

We recognise that, from time to time, communication can be misunderstood and that what someone intends may differ from how their words or tone are received.

We will always seek to resolve misunderstandings as quickly as possible in a calm, supportive and fair manner, listening to everyone involved, clarifying what was meant and working together to agree a constructive way forward. We will take account of individual communication and support needs while maintaining respectful communication and everyone's safety.

Our Duty of Care to Everyone

We have a duty of care to:

- The people we support
- Families and representatives
- Our staff

This means we must ensure that everyone is treated with dignity and can engage with our services in a safe and supportive environment. From 30 October 2026, the Employment Rights Act 2025 strengthens employee protection against harassment by third parties under the Equality Act 2010.

Employers must not permit third-party harassment: they may be liable where an employee is harassed in the course of their employment and they have failed to take all reasonable steps to prevent it. Third parties include those outside our workforce, as outlined above. These statutory protections concern harassment as defined by the Equality Act 2010; they do not create a general prohibition on every form of bullying.

Zero Tolerance of Unacceptable Behaviour

Our commitment goes beyond statutory protection, we do not tolerate any form of bullying, harassment, intimidation or abuse towards employees, whether the behaviour meets the legal definition of harassment, or behaviour that places anyone at risk.

This includes discriminatory comments and unwanted conduct that may violate someone's dignity or create a hostile, degrading, humiliating or offensive environment, as well as:

- Verbal, physical, emotional, or written abuse
- Aggression or threatening behaviour
- Intimidation, bullying, or harassment

This approach is in place to protect the safety, wellbeing, and dignity of everyone involved.

If unacceptable behaviour occurs, we may need to take proportionate action, such as managing or restricting contact or escalating concerns through formal procedures.

Working Together

By communicating openly, respectfully, and constructively, we can maintain a calm, safe, and caring environment and achieve positive outcomes for the people we support.

Please contact me or any of our senior management team if you have concerns or need help raising them.

Thank you for your understanding and cooperation.

Jeff Dawson
Chief Executive Officer