

# Brighton Centre: Personal Accountability Policy

The Brighton Centre strives to be a welcoming and safe space for all who engage with us, whether as a member of staff, client, or customer. Accountability can differ in meaning for each individual person. Our policy is designed to create a supportive framework and therefore, in this context, accountability is described as a strategy used to create a welcoming and safe space. It also outlines that we should take responsibility for our actions and our understanding of others.

## Welcoming means

We recognise that as the largest venue in Brighton & Hove we have a responsibility to be a space that reflects our diverse community. We want all our residents to feel welcome here and to achieve this we will work hard to ensure that everyone who wants to engage with us, either professionally or socially, will have the opportunity to do so, and will also feel that they are represented when they interact with us. This will be reflected in:

- our recruitment processes
- our workforce
- our internal policies and procedures
- our staff training
- our onsite facilities and services
- our marketing materials
- our communication channels
- our events programme
- our local engagement

## Safe means

We do not tolerate any form of harassment or unfair behaviour towards or between those working and those visiting, and are dedicated to providing a harassment-free experience for everyone, regardless of:

- gender
- gender identity and expression
- sexual orientation
- disability
- physical appearance
- body size
- race

- nationality
- age
- religion
- family / relationship status
- lifestyle

Harassment comes in many different forms and includes:

- aggression
- verbal comments
- mocking
- deliberate intimidation
- stalking or following
- harassing / uninvited photography or recording
- inappropriate physical contact
- unwelcome attention (sexual and non-sexual)

We understand that perceptions are subjective, and we will always strive to be as objective as possible when investigating incidents or complaints and will learn from the outcomes. Anyone asked to stop any harassing behaviour is expected to do so immediately and if harassment continues, they will be removed from the venue.

To assist in being a welcoming and safe space we have highlighted 3 values that we will use as cornerstones.

## **Celebrate**

We will reflect our community and work within models of equity and celebration, recognising that we should view everyone as unique individuals who have their own brilliant skill set. We will recognise areas where we are underrepresented and engage in opportunities to change this so that everyone in our community feels celebrated by us.

## **Respect**

We will create a culture where everyone feels respected no matter who they are and will ensure that we are respectful in all aspects of our service. We will call out those who are not, politely but firmly, and apply zero tolerance to any form of harassment.

## **Learn**

We will engage with the local community, remain open to all opportunities presented to us, adapt to service all our users and learn from feedback, both positive or negative, and make changes based on this knowledge.



## How you can help

We ask that you help us to remain accountable and to be accountable yourself as a user of our venue either as staff, a client or customer you will:

- Take time to engage with this policy and apply it to your interactions with us, hold us and those around you accountable including speaking up if anything, or anyone, makes you feel uncomfortable
- Celebrate our differences and treat everyone you encounter at the venue with respect, including our neighbours and community when you leave the venue
- Let us know if you have any specific needs and give us the information we need to best support you
- Tell us if you are happy or unhappy with our service and participate when we seek feedback so we can learn and improve

Thank you for taking the time to engage with us and for your co-operation.