

## **Appendix 5**

### ***Bath and North East Somerset (B&NES) Drug and Alcohol Service Charter***

#### **Respect and Dignity**

- Everyone is valued and treated with respect, kindness and dignity.
- There will be honesty and openness in everything we do.
- Treatment centres are safe environments. There will be no discrimination, inappropriate language or behaviour and the right to choose individual treatment journeys and goals will be upheld.
- Decisions about treatment will be reached together being mindful of priorities, needs, abilities and confidentiality.

#### **Improving Lives**

- Everyone is committed to supporting long-term recovery, citizenship and freedom from dependence with a focus on positive outcomes and improving health and well-being.

#### **Quality of Services**

- High standard, professional and innovative services will be provided.
- Resources will benefit the whole community, including partners, families and friends.

#### **Working Together**

- By working together people's experiences of services will be improved. Feedback will always be encouraged to improve and build on successes.

**Service users and staff have worked together to develop this agreement of our values for drug and alcohol treatment services across B&NES.**

