

Chat Central: Aims, Values and Expectations

Welcome to Chat Central – it's great to meet you! This short document will give you a bit more information on how Chat Central works, what you can expect from the project and what we expect from you in return.

What is Chat Central and what can you expect from the project?

Chat Central supports adults living in Coventry who are experiencing social isolation to build their confidence, to get out of the house, to join in with a hobby, to get involved with their community and to find new friends.

You might be new to Coventry, experiencing health problems, going through life changes, busy caring for others, or generally feeling low in confidence. By participating in **up to 20 FREE activities** of your choice and stepping out of your comfort zone, Chat Central can help you to get back out there and build yourself up to **joining a community group, volunteering role, or another opportunity within the community**.

The types of activities you can try include: crafts, Tai Chi, yoga, tennis, group volunteering, dance, singing, song-writing, Zoom chats, pool, walking, litter picking and more!

You can expect to find a friendly, listening ear and our staff are committed to following up on concerns related to your safety and wellbeing. This may include passing information on to the Designated Safeguarding Lead at Voluntary Action Coventry, or other relevant services.

What do we expect from you in return?

It's really important that Chat Central is an environment in which participants feel safe and secure. It is everyone's responsibility to help us create this environment by:

- **Refraining from using offensive or disrespectful language**
- **Treating everyone with kindness and sensitivity**
- **Being supportive and encouraging to each other**
- **Following health and safety instructions given by staff at all times**
- **Keeping your hands to yourself**
- **Making sure what's said in the group stays in the group**

By attending Chat Central, you agree to the expectations outlined above. If these expectations are not met, you will not be allowed to continue attending the group. This helps us to ensure Chat Central remains safe and welcoming for you and others.

If you feel that these expectations are not being met by others, please speak to the group leader. Please also be aware that any concerns or complaints you have regarding your experience at Chat Central can be made via Voluntary Action Coventry's Complaints Policy, which is outlined at www.vacoventry.org.uk/page/complaints-policy

We look forward to sharing your Chat Central journey with you, getting to know you, and supporting you to "find your thing" in Coventry!