



Include to Improve Lived Experience Network - Our Community Guidelines

We have come together and co-created shared behaviours and expectations that will guide our future discussions with the Include to Improve Lived Experience Network.

Our network is built on mutual respect, empathy, and the belief that lived experience is valuable, powerful, and worthy of care and recognition.

Our Community Guidelines focus on respectful practices and shared commitments that we will follow throughout. They reflect our collective values and help us create a space where everyone feels safe, supported, and empowered.

Respectful Practices

- Listen actively with an open mind being attentive to others.
- Speak from personal experience and avoid making assumptions.
- Be honest about barriers and challenges without fear of judgment.
- Avoid interrupting others – give space for everyone to speak and be heard.
- Allow people time to communicate and speak in their own way.

- Challenge ideas, not people.
- Value every voice equally and respect differing opinions and experiences.
- Be sensitive to people's backgrounds, cultures, and communication needs and preferences.
- Demonstrate a non-judgemental attitude.
- Acknowledge impact, even if the intent was positive.
- Respect the privacy of what's shared in the space by keeping discussions confidential unless permission is given to share (except for anything that relates to a safeguarding concern).
- Be mindful of tone in written and verbal communication.
- Offer constructive feedback with kindness.
- Use inclusive language and avoid jargon or acronyms without explanation.
- Allow silences - it can be a moment for reflection or accessibility.
- Use a range of accessible online meeting tools like 'raise hand', chat function and other accessibility features.

Shared Commitments

- Be positive. Focus on building solutions together - not just identifying problems.
- Share lived experiences openly, where comfortable, to help shape real change.
- Create a safe and supportive environment for everyone.
- Show up prepared and participate fully – e.g. phones turned on to silent/vibrate where possible.
- Hold ourselves and each other accountable for our words and actions.
- Make space for quieter voices and diverse perspectives.
- Follow through on actions or commitments made in the group.

- Call out exclusionary behaviour respectfully and supportively.
- Continuously reflect and be open to learning and growth.
- Honour agreed ground rules and revisit them when needed.
- Commit to timely, honest, and respectful communication.
- Support a culture of collaboration, not competition.
- Celebrate collective progress and shared success.
- Support each other's growth and learning by giving and receiving feedback with openness, not blame.

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Get in touch



Send an email to includetoimprove@activityalliance.org.uk.



Call 0808 175 6991 and select Option 3.



Write to Activity Alliance – Include to Improve, Trafford House, Chester Road, Manchester M32 0RS.