



The Richmond Fellowship
Scotland

The Richmond Fellowship Scotland

Our Charter of Values

The mission of the Richmond Fellowship Scotland is to provide high quality services that promote inclusion and maximise individual potential.

Inclusion means living the life you choose with the same roles, opportunities and responsibilities as anyone else. Inclusion is so important to us that we have added a special section to this Charter to set out some of the things that make inclusion possible.

The values set out in this Charter underpin everything we do. Our values unite us and motivate us. Every service is different. Every service will change as we find better ways of doing things but the underlying values will always be the same.

We believe that everyone is unique. Through our work, we give the people we support the opportunity to express their unique strengths, qualities, talents and abilities.

Everyone shares the same universal needs. We all need to have somewhere safe and secure to live. We all need to help and to be helped by others. We all need to find fulfilment and meaning in the way we spend our lives. Through our work, we

ensure that these universal needs are met for all the people we support.

In our work, we do not control or coerce or manipulate the people we support. We offer choices and explore opportunities together. This is true both for major life decisions and for the hundreds of small choices that make the difference between being happy and unhappy.

Our services are always person-centred. We make our services fit the person and not the other way round. The people we support are involved in designing their own support. They are invited to contribute to the design of the whole service. They are offered opportunities to influence the direction of the whole organisation. In our work, we never exclude the people we support from decisions that affect their lives. We always involve them and listen to what they say. We also listen to the families of the people we support, to colleagues in other organisations, to advocates, to every stakeholder in every service we provide. We respect everyone's opinion.

We work to release potential and to help people learn new skills. We never assume





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that age or disability is a barrier to learning. We seek out resources and technologies that will help the people we support to learn. We give people pride in their abilities and achievements.

We help the people we support to contribute to community life and to get involved in the same ways as all citizens. We seize opportunities to build new friendships and relationships. We encourage 'natural supporters' and try to reduce dependence on paid staff. We challenge stigma and confront discrimination.

We take every possible step to ensure that the people we support are safe and secure. But we are also aware that people have the right to take some risks in their lives and that we can all learn from new experiences. In our work, we try to get the right balance between risk and potential benefit.

We always show respect for the social, cultural, ethnic and religious background of the people we support. We check to

be sure that we are providing support in the right ways and we take special measures when necessary.

We always respect the dignity and individuality of the people we support both in our behaviour and in our language, both with colleagues and with outside organisations and both in formal and informal settings.

The ways we provide support will change as needs and aspirations change. We never assume that the service we provide is perfect - we always work to improve the service.

We do not assume that we have the answer to everything. We ask for help when we need it - from our workmates, from our managers and from colleagues in other organisations. And we share our knowledge with others.

By working at all times to the spirit of this Charter, we can provide high quality services, we can achieve inclusion and we can maximise the potential of the people we support.



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