



Our Service Promise to you!

This is our promise to everyone who uses our services.

1 Our Mission: What we are here to do?

To value, listen and involve people so that our every action is judged to be the best.

2 Our Vision: What we want to achieve

That families and individuals we work with and for:

- ✓ encounter no barriers to their chosen lifestyle
- ✓ can follow a path of choice
- ✓ can enrich their opportunities

3 Our Values: How we will work to get there

An ordinary life, by John O'Brien's principles, are the heart of the organisation.

People accessing our services should have:

**Community presence - Relationships -
Competency - Respect - Choice**



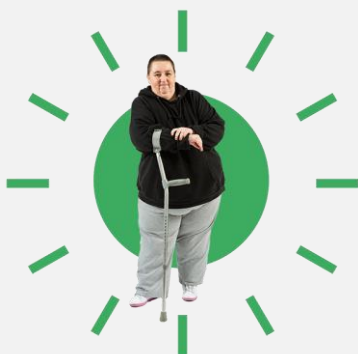
Falkirk

West Lothian

Edinburgh

Midlothian

East Lothian



How do we work?

Our Services are...



- ✓ **Approachable and Accessible**
- ✓ **Always Improving!** If we get it wrong, at any point you have the right to raise a concern or complaint. We want to hear from you, so that we can quickly put things right if they go wrong.

Click for more information



Our staff and volunteers are...

- ✓ able to do what they say they will
- ✓ Understanding and Responsive to **your needs**
- ✓ **Honest, Polite and Reliable**
- ✓ On time

At The Action Group, you are...

- ✓ **Valued, Listened to and involved**
- ✓ **Respected**, as well as your **Privacy**
- ✓ Treated with **Dignity**
- ✓ Encouraged to make your own **choices**
- ✓ Supported to **Realise your full Potential**



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How do we work?

- The **Care Inspectorate** help us to make sure our services are running well.

- Staff register and follow **SSSC** standards

Click to find out more



- We follow **Health and Social Care Standards: my support, my life**

Click to find out more



- We are signed to the **Charter For Involvement**

Click to find out more

