

## VOLUNTARY ACTION SHETLAND - SHETLAND BEFRIENDING SCHEME

### OUR PRINCIPLES AND PRACTICES

In working with members of our community the Shetland Befriending Scheme has a key set of principles that provides the basis on which we work with individuals and families who use our service.

These are:

- Shetland is a diverse and vibrant community and in the work we do we will embrace that diversity by respecting the different skills, knowledge, experiences and cultural influences that individuals will bring to the Scheme
- The right of an individual to choose their own path and to establish their own goals no matter how small or large these may be
- To promote support which is non-judgemental by being aware that we all have prejudices and make assumptions about others that will affect our relationship with them
- To take our lead from the service user, allowing them to make decisions and take action on the things they wish to achieve
- We will promote an approach that listens to and supports the service user but that aims to empower them with the skills they will need for the future
- To embrace a positive outlook to the work we do and to those in our community, recognising that everyone is unique and has something of value to offer