



## **Service Standards**

Pillar Kincardine aims to ensure that members and those intending to become members are treated with respect, involved in discussions about their support and able to influence how the service is run.

### **Philosophy and Principles**

Members and those intending to become members have the right to be given written and verbal information about the philosophy and principles of Pillar Kincardine as well as access to all its policies, which should be regularly reviewed and updated. Members and intending members will expect Pillar Kincardine to have a written statement of the aims and objectives which the service standards are intended to meet.

### **Membership**

Those intending to become members should be made aware of the criteria for Pillar Kincardine membership and given comprehensive information about how they can become a member. Existing members must have the right to a regular review of their membership. Before members and intending members are given any assessment or support, they should be asked if they agree to it. Members and those intending to become members should get safe and appropriate support that meets their needs and supports their rights. Member's personal records will be accurate and kept safe and confidential.

### **Choice, Independence and Individuality**

Members can expect assistance and encouragement to develop and exercise informed choice about their activities at Pillar Kincardine, and that Pillar Kincardine will promote their individuality and independence whilst recognising the needs of other members.

### **User involvement**

Members have the right to make comments, complaints and suggestions about the service and to be informed, both verbally and in writing, about the groups and other opportunities offered by Pillar Kincardine. In addition and when appropriate to do so, they will be encouraged to make their own contributions to these groups and opportunities.

### **Accommodation**

Members have the right to be provided with a safe, accessible, comfortable and secure environment, in well maintained accommodation with furnishing and equipment in a good state of repair, and rooms adequately ventilated at a reasonable temperature.

## **Staffing**

Members can expect Pillar Kincardine to provide suitably qualified and/or experienced staff and/or volunteers in adequate numbers to keep them safe and to meet their health and welfare needs. Staff and volunteers must be recruited using clear and thorough selection and vetting procedures designed to protect members and to achieve appropriate competencies and balance in the staff/ support group. Training and supervision must be offered to meet the needs of the organisation and its members. Pillar Kincardine aims to ensure that there are quality checking systems to manage risks and assure the health, welfare and safety of members.