



## Telford Mind Core Values

The following values are the basis of the way in which Telford Mind operates.

- Every person, whether volunteer, employee or user, is treated with respect as an individual with individual needs.  
The service promotes equality and diversity and challenges stigma and inequalities.
- The Service works to a Recovery model to enable people to maintain and/or rebuild meaningful, valued and satisfying lives even in the face of ongoing mental health issues. Telford Mind actively supports service users to acquire the skills, knowledge and strength they need to deal with their own mental health issues and to move forwards.
- Telford Mind respects service user confidentiality and promotes trust. All information relating to a user is treated as confidential and not transferred to a third party unless withholding that information could result in harm to self or others. Records are kept for the benefit of the service user; to ensure effective joint planning and review and the duty of care of user's safety.
- All members of the workforce, paid and unpaid, are valued for their contribution and have clear lines of support and appropriate training and supervision.
- All service users have the opportunity to be involved on working teams or to stand as trustees or service representatives. Service users are encouraged to undertake roles within the organisation and are given support and training. Service users' views and feedback are central to the review, report, improvement and development of services.

Signed:

Date:            /   / 08