

Commitment to Citizenship



Turning Point Scotland takes a Citizenship approach to delivering services. Citizenship is defined by a person's connection to the 5 R's: Rights, Responsibilities, Roles, Relationships, Resources, and their sense of belonging.

We, Turning Point Scotland, commit to the following:

ONE

We will respect your right to be treated with politeness, dignity and respect in your relationships with staff and other people accessing services at Turning Point Scotland.

TWO

We will meet our responsibility to protect you from prejudice and discrimination and to support you in a person-centred manner.

THREE

We will fulfil our role in promoting your wellbeing, health & safety and encouraging you to take personal responsibility to protect yourself and others. We will respect your right to feel safe and secure.

FOUR

We will provide you with appropriate information and resources to support you within our services.

FIVE

We will meet our responsibility to safeguard the confidentiality of personal information that we hold about you.

SIX

We will meet our responsibility to abide by data protection laws and we will respect your right to request access to written records held by us about you.

SEVEN

We will fulfil our role to work in partnership with you to help you build relationships with relevant people and agencies so that you can exercise your right to make informed choices about your life.

EIGHT

We will meet our responsibility to involve you in the planning and development of services we provide.

NINE

We will fulfil our role in ensuring you are supported to exercise your right to complain without fear of unfair treatment and that you are provided with appropriate resources to do this.