



Ethos, values and practices of the charity

Welcome

As a charity we welcome refugees and asylum seekers in to our area. We understand that being forced to leave your home and move to a new country is a big challenge for anyone and that a person or family may struggle to adjust to a new culture and language. We will always try to take into consideration the difficult experiences that the family may have faced and survived, as well as the disadvantaged position in which they may find themselves when trying to settle into a new country and having to rely on others to access services. We want to support the family to learn how things work in the UK whilst still respecting their right to make their own decisions about their lives. Our goal is to help them gain knowledge and skills they may need to empower them to live independent and fulfilling lives in this country and to fully integrate within the community.

Respect, inclusivity, equality and safeguarding

We respect diversity and are inclusive to all regardless of their background, race, religion or gender. In turn, we expect the family and all our volunteers to respect our position on tolerance and equality. We have robust safeguarding policies which we will share with all our volunteers and the family to ensure we are protecting those we come in contact with. We respect the families right to make their own decisions and will work hard to ensure we do not impose our own views and opinions on them, whilst also helping them understand the laws and customs of our country.

Partnership, Integrity and transparency

We value the cooperation and input of other partner organisations, institutions and individuals. We choose to uphold integrity and transparency in all relationships, prioritising honesty and understanding, believing this to be the best way to serve people and to build partnerships with other organisations and institutions.

Practices and Support Offered

We will provide translators and support to enable the family to register with the relevant agencies upon arrival and to help them access schools, colleges, additional English lessons and understand where shops and services are in their area. All such support will be from trained individuals and our goal is to empower the family to access services themselves as soon as they feel able to do this. Once the family is registered and in receipt of the statutory support, we will work with them to build confidence to access other areas of social and community services such as volunteering, clubs and activities for children and access to things like library services. We understand that each family is different and so we will work at a pace which they are comfortable with.



Respect for culture, privacy and confidentiality ¹

Our core group and volunteers will be trained to respect the culture of those we support and learn as much as possible about how family behaviours may have different cultural interpretations. We will work to ensure the people we support are made aware of the social and cultural norms expected within the UK. We will respect the families right to privacy and not ask questions about their previous experiences which they may not wish to share. If they disclose to us information about their family or personal matters we will ensure this is kept confidential from others either within or outside the charity. The only exception to this is where there may be a safeguarding concern which should be immediately acted upon.

¹ Reviewed 29th November 2022