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STARTING YOUR JOURNEY

# WHAT YOU CAN EXPECT FROM US



At Apex Scotland we believe in second chances and are committed to creating a welcoming and supportive environment for you. Our teams are dedicated to providing guidance, resources, and respect as you take steps toward achieving your goals. We aim to empower you to build fulfilling lives by offering person-centered support, job opportunities, and a path forward. We understand that past mistakes don't define a person's potential, and we are here to help you every step of the way. We know that overcoming past challenges can be difficult, but you don't have to do it alone.

### 1. Respect, Compassion, and Non-Judgmental Support

- We understand that everyone has a unique story, and we approach each person with respect and compassion.
- Our support is non-judgmental and confidential. We're here to focus on your future, not your past.
- We provide a safe, welcoming space where you can openly share your goals, challenges, and aspirations.

### 2. Individualised Support Plans

- Tailored to your needs, we understand that each individual has different needs, so we create support plans based on your goals, skills, and circumstances.
- Goal setting assistance, we'll work with you to identify both short-term and long-term goals that align with your personal ambitions, whether related to employment, housing, education, or self-development.
- We offer flexibility as your situation changes, we can adjust your plan to ensure it continues to meet your needs effectively.

### 3. Dedicated staff

- You will be assigned a case worker who will guide you through our services, help you set goals, and track your progress.
- You will be given one-to-one support. Your case worker is available to answer questions, provide guidance, and offer support whenever challenges arise.
- You and your case worker will have regular check-ins and meetings to review your progress, celebrate your successes, and adjust your plan if needed.

### 4. Advocacy and Empowerment

- We believe in empowering you to make your own choices and take control of your journey.
- Our staff are here to advocate for you when needed —whether helping you navigate employment restrictions or connecting you with community resources.

- We respect your autonomy and are here to support you in making decisions that lead to positive change.

#### 5. A Commitment to Your Success

- We are dedicated to helping you succeed. Our teams will be with you every step of the way, from setting initial goals to celebrating your achievements.
- We believe in your potential and are committed to providing ongoing encouragement, guidance, and practical support.
- As you make progress, we're here to help you stay focused, motivated, and on track toward achieving your goals.

#### 6. Ongoing Support and Follow-Up

- Our relationship doesn't end when you achieve a milestone. We offer ongoing support and follow-up to ensure you continue to move forward.
- Whether you need additional resources, new job opportunities, or guidance with life changes, we're here for you as a continued source of support.

#### Our Promise to You

We are here to be a part of your journey and are committed to providing a safe, supportive, and empowering environment. At every stage, our mission is to help you unlock your potential, overcome challenges, and build a fulfilling and stable future. We're here to support, advocate, and encourage you, and

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**If you or someone you know  
needs our help, contact  
us today, we have services  
throughout Scotland.**

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