

## Trustworthy

- We know that the quality and safety of our service is essential, and so we implement a rigorous safer recruitment process and extensive training and development programme.
- We uphold the highest ethical and professional standards and approach our working practices with honesty, decency and transparency.
- We do what we say we will do. We acknowledge mistakes and honour our promises, we act fairly and with integrity. We build trust through positive relationships and open communication.

## Person-centered

- We celebrate individuals for who they are and respect their identity, needs, wishes, choices, beliefs and values. For our children and young people this means we provide a high-quality service tailored to their needs and give them freedom to shape their experience at Challengers.
- For our teams this means giving individuals responsibility, encouragement, flexibility and the opportunity to be creative and help develop their roles. We are accountable for our actions.
- For our supporters this means we make sure we manage our resources responsibly and consider the impact of our fundraising decisions on beneficiaries, donors, supporters and the wider public.

## Truly Inclusive

- We will never exclude a child or young person from our services because of their complex needs or financial situation.
- We adopt and promote the Social Model of Disability and we believe that society should be committed to developing both inclusive attitudes and practical strategies.
- We foster an inclusive work environment and value diversity of ideas within and across teams. We are respectful and call out behaviour that is contrary to what we stand for.

## The Challengers Approach

## Ambitious Together

- We seek to innovate and realise opportunities. We encourage collaborative working across our communities in order to achieve our shared goals and influence societal change.
- We know our service is a lifeline to families and therefore we are committed to engaging with our children, young people, families, staff and volunteers to improve, grow and exceed expectations.
- We support each other to learn, achieve and succeed

## Serious about Play

- We know that play is essential for learning and developing skills, and that children and young people require access to a range of activities in order to reach their full potential.
- We ensure that play is at the heart of everything we do, enabling children and young people to have fun, socialise and experience new things, whilst feeling confident and comfortable to be themselves.
- We take joy in what we do, we are open, friendly, light-hearted and supportive of each other, we celebrate individual and team success.

