

DC001 THE CHALLENGERS APPROACH

		Date	Amended by:
Issue	1	December 2011	Laura Sercombe
Issue	2	April 2012	Jonathan Dobson
Issue	3	April 2014	Laura Sercombe
Issue	4	July 2015	Laura Sercombe
Issue	5	February 2016	Laura Sercombe
Issue	6	March 2020	Laura Baxter
Issue	7	January 2022	Louise Clarke
Issue	8		

Our Vision

A world where all children and young people can play together, freely.

Our Mission

To provide truly inclusive, fun and safe places where all disabled children and young people can spend time with their friends.

To offer a positive impact for families and the wider community.

The Challengers Approach

Truly Inclusive

We will never exclude a child or young person from our services.

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 empower our communities of staff, volunteers, trustees, families and supporters to be confidently inclusive.

We welcome and support anyone to attend our schemes, regardless of their impairment, financial circumstances or geographical location.

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.

Person-centred

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.

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.

Trustworthy

Challengers, Stoke Park, Guildford, GU1 1TU | www.disability-challengers.org | 01483 579 390

A Charitable Company Limited by Guarantee no. 4300724 Registered charity no. 1095134

We build trust through positive relationships and effective communication with our communities.

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.

Ambitious Together

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 encourage collaborative working across our communities in order to achieve our shared goals and influence societal change.

Our Team Values

INCLUSIVE	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.
PLAYFUL	We take joy in what we do, we are open, friendly, light-hearted and supportive of each other, we celebrate individual and team success.
TRUSTWORTHY	We do what we say we will do. We acknowledge mistakes and honour our promises, we act fairly and with integrity.
AMBITIOUS	We seek to innovate and realise opportunities. We support each other to learn, achieve and succeed.
ACCOUNTABLE	We are accountable for our actions and make decisions that we are proud of. We embody the spirit of Challengers.

DOCUMENT CHANGE HISTORY				
Plan Version No.	Release Date	Summary of Changes	Section No./ Paragraph No.	Changes Made By
1	December 2011	No changes other than layout		CEO
2	April 2012	Added Vision and Mission		Head of Operations
3	April 2014	General review – no change		CEO
4	July 2015	Update the Vision and Mission		CEO
5	February 2016	General review – no change		CEO
6	March 2020	Full review of content (not Vision and Mission)		HoQ
7	January 2022	Added section 'Our team values' to align with the strategy		Interim CEO

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