



OUR VALUES

1. OUR CORE VALUES?
2. HOW WE DEMONSTRATE THESE?
3. WHAT ARE YOUR STRENGTHS AND WEAKNESSES?

OUR VALUES REFLECT:

- Our care for women – including our staff, volunteers and partners.
- The skills needed in our staff and volunteers.

OUR CORE VALUES ARE:

1. **CARING** – compassion, empathy, love, value, Justice – supporting the marginalised, advocacy - voice for the voiceless – the unheard, the unseen.
2. **NON-JUDGEMENTAL** – respect, Listening, integrity, inclusive, acceptance, trust, honesty, reliability, commitment
3. **HOPEFUL**– Optimism, positivity, fuller life available.

HOW WE DEMONSTRATE OUR VALUES:

WITH THE WOMEN:

1. **WOMAN CENTRED** - Always put the needs and desires of the individual woman first, recognising she is a unique person with a particular set of circumstances.
 - Always use language that is non-judgemental and sympathetic.
 - Communicate in a trauma informed way – understanding her trauma may have triggers.
 - Listening to her, not telling her what she needs to do.
 - Ensuring that all communications, whether with service-users or partners, are of the highest standard.
 - Encourage dreams/aspirations – a grant to continue in education.
2. **COMPASSION:**
 - Open-minded, understanding, sympathetic, empathetic, loving, respectful, considerate, good listening, letting the woman be the expert of her own

experience, meeting her where she is, letting her take the lead, walking with her

- PRACTICAL SUPPORT – Care packs.
 - On outreach – sandwiches with a choice.
 - Gloves in different colours.
 - Chocolate.
3. **EMPOWERING:** Self-development, self-esteem, recognizing their own worth, service-user led, making referrals, don't make decisions for them, support them in reporting abuse to police
 4. **HOPE:** Belief that their challenges can be overcome, help them believe that

HOW DO WE DEMONSTRATE OUR VALUES WITH ONE ANOTHER:

1. We answer all emails and voice messages within 24hrs – partners and internally.
 2. We will communicate team expectations before a meeting with partners.
 3. We follow policies and protocols.
 4. We respect each other's time and space.
 5. Ensure our own team are empowered by training.
 6. Providing clinical Psychologist support for frontline workers where needed.
 7. Listening to one another.
5. **COMMUNITY:** Inclusivity, reducing isolation, multi-agency approach, advocacy, encouraging, new skills, new jobs, reducing stigma, non-judgemental, valuing each person as a unique and important individual, valuing the strengths and weaknesses of each person, supporting people in their weakness, celebrating their strengths.
- How does the community lead? What are their strengths
- BY THE WAY WE DO COMMUNITY CONSULTATION.
 - Awareness events – dispelling myths of prostitution.
 - Women - Condoms in bags not on the floor please.
 - encouraging volunteering.
 - Signposting – perpetrators to services, sex addicts.
 - Enabling men to become part of the solution not the problem.
 - Sharing case studies
 - Annual Report
 - Partner Event
 - Social media

Q3 What are your strengths and weaknesses?

Strength

- Communication and attention to detail, listening (4, 5, 8)
- Experience –long term experience around this issue (4, 9)
- Motivation – ambition, dedication, determination (2, 3, 6)
- Building foundations for a stronger London team
- Through Covid we are now using Zoom and other online ways of communicating/meeting even when hard to travel
- Teamwork – we all work together, always on hand to help if there is an issue
- All have the same aim and goals, respect for each other and desire to support and keep the team going as a whole, no competition.
- Recent improvement: Establishing strong boundaries – learning to respect one another’s boundaries
- Eagerness to learn and listen.
- Take feedback well and make changes, develop from that (especially for interns)
- Helping each other, even when it doesn’t fall under your job description, everyone pitches in.
- communicate well and build rapport and trust quickly with service users
- All: Feels no shame in asking for help, understands that everyone has different strengths
- All: on the same page as far as our reason for being here - to support, empower, and care for service users
- All: caring for women

CHALLENGES

- Covid related issues- team not being able to meet and communication delays
- Seeing the bigger picture – being aware of what is happening across the service.
- Volunteer availability - volunteers are spread all over London
- Time management – making sure priorities are met in a timely manner, particularly with external partners.
- We are all so motivated by our care for the women and desire to work with them that the administrative side of our jobs can be challenging for us.