



Doing What Others Won't

A Guide to Our Values



An introduction from Rob Firmin, owner and C.E.O.

Since 2019 Bespoke Guardians has been providing a service like **no other**. This is largely due to the professionalism and dedication our amazing teams demonstrate day in, day out. Doing What Others Won't.

Our values represent our culture, how we work at Bespoke Guardians and keeping each child or young person at the heart of what we do.

Company Mission

Our Mission is to help children to rediscover their potential and aid them with achieving their goals and aspirations. No matter the placement setting, all children deserve to grow up in a safe, nurturing environment and enjoy their future.



Our Values



Why do we have these values?

Our values demonstrate how we work and interact with each other, the young people we support, our clients and everyone we come into contact with. They represent our ethos and the way we do business.

We use the values as part of our recruitment process. We make sure any new employee is aligned to our values to ensure a good team fit, with the right behaviours, to support the young people we work with. Our employees have a desire to learn, grow and will never give up.

The values are also key in telling our story to the public, both in our Company and Employer branding. They say who we are and how we do what we do, building our reputation and standing within our sector.

Through applying our values we make Bespoke Guardians a great place to work. We keep our teams' morale high even when the work is challenging. We want people to share that we are a great place to work and teams are proud of our services.

How to apply these values

How you apply the values will be specific to you and your job role but there are common ways we can all apply the values to everything we do at work.

Here are some of the examples our teams have put forward of how they use the values every day:

"...making sure there's always time to talk when needed to ensure a child's voice is heard, reassuring them they are at the heart of every decision made."

Tenacity

We don't give up on the children, there will be a way and we WILL find it.

Empathy

As challenging as it might be to support a child, it must be harder to be that child, keep an open mind and open heart.

"The young people we support have faced events that lead to them being unable to trust adults, meaning they often turn away from our support. This is where our tenacity comes into play, we make it clear each and every time, we are here for them, when they are ready – no matter how many times they turn us away. We will be back tomorrow and won't give up on them."

Aspiration

Deliberately ambitious targets and expectations, always looking to be better, never settling for less.

"...you truly are a new beginner every morning, but by the end of every day you will be a role model, a diplomat, a catalyst for change..."

"I sing along to music of the child's choice that only a 15 year-old would like...Too much bass and lyrics with no sane meaning, but for the child in the car the singing helps to lift their spirits and we both laugh when I don't know the words or they cringe at my attempts to rap."

Motivation

Keeping "Doing What Others Won't" as the driver for everything we do.

"I am also a friend, a tutor, a therapist and a security blanket. I am the sponge that soaks up the fear and squeezes it back out in manageable drips each and every day. I am the reassurance and the praise."

Believe

Believe in the young people we work with and help them master their aspirations and reach their goals.

Growth

Always growing and learning in our roles in order to enhance, support and safeguard the children in our care.

"As a team we listen to each other and respect one another. All ideas are welcome. If we experience a difficult and challenging shift, we talk through the events helping us apply what we have learned."



Our Services

To succeed and gain more support placements and build on our excellent reputation, we want to provide good quality services that make a difference. Everyone at Bespoke Guardians needs to work towards achieving this. Everyone plays a part in building and sustaining our reputation – whether you are recruiting new starters, meeting with a Social Worker or coaching a team member. Every interaction tells a story of who we are, make sure people get a good impression when they meet you or see you at work.

Who are our customers?

As well as the young people we support, our customers are the Local Authorities, Social Care teams, parents and family members and other professionals from services the young person might use.

For some of us our customers are internal as we provide our teams with the back-room support that enables our people to do what they do best.

Customers are not an interruption to our work; they are the reason for our work. As above, each and every person at Bespoke Guardians plays a part in what our customers think about us. If you are dealing with a challenging situation, ask yourself if you would be happy for everyone in the business to know how you dealt with it... Does this change what you say or do?

Embracing change

We embrace change because change equals opportunity, which equals GROWTH! Some change can be daunting for us and the young people we support but we need to continue to evolve and improve in order for the business to meet the changing needs of our customers and clients. Just as our young people grow and change, so do their needs and therefore the support we deliver needs to adjust and change to meet their needs.

Our Team

We have ambitious growth plans but we also want to keep that personal feeling. We are ONE TEAM and every individual has their own contribution, needs, wants and wishes. We recognise that individuality and embrace it. We all have different backgrounds and experiences which we can draw on to make us the best at what we do.

Your contribution

The work you do and the results you get contribute to making the business a success. When we make someone an offer of employment we are giving them an opportunity to join a great team and to be part of our future. We want you on board because of the skills, experience and potential you have. We want our people to be the best they can be. Every shift, every day: **'Doing What Others Won't.'**

Doing What Others Won't





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