

Compassion

What it means:

We recognise the challenges people face and their unique situation, responding with unconditional positive regard.

How we live it:

- We listen without judgment and act with kindness and patience.
- We engage with others in ways that promote dignity, autonomy, and individual strengths.
- We create safe and reflective spaces for learning and growth.

Why it matters:

Compassion is at the heart of trauma-informed practice. It helps us build meaningful, trusting relationships through every interaction.

Integrity

What it means:

We act with honesty, transparency, and accountability in everything we do. Integrity guides our decisions, our relationships, and our commitment to doing what is right.

How we live it:

- We keep our promises and take responsibility for our actions and decisions
- We are open and honest in our communication
- We make decisions guided by ethics, not convenience.

Why it matters:

Integrity builds trust. It ensures people feel safe, respected, and confident in our work. It means that Cyfannol remains credible, principled, and grounded in our mission.

Equity

What it means:

We are committed to fairness, inclusion, and justice. We recognise and focus on the specific barriers faced by women and children, while also supporting people of all genders where appropriate within our services, including men, trans and non-binary people. We strive to create an environment where everyone feels seen, heard, and valued.

How we live it:

- We challenge structural inequalities and discrimination, especially those that disproportionately affect women and children.
- We tailor our approaches to meet individual needs and remove barriers to access and opportunity.
- We foster a culture of inclusion, amplifying underrepresented voices, sharing power, and embedding equity in our everyday practices.

Why it matters:

Equity enables us to address the root causes of domestic and sexual abuse, harm, and violence. By centring the experiences of women and children, while remaining inclusive where appropriate, we ensure our services are just, accessible, and relevant. Applying these same principles internally helps us build a stronger, more compassionate, and more inclusively representative organisation.