

Evolve Housing + Support Business plan 2016 – 2019



Evolve
Housing
+ Support

We are a homelessness and community support charity, working with 2000 people each year in and around London.

We are a place of positive change and growth for people of all ages, cultures and backgrounds

Our purpose:

Making a lasting difference to lives and communities

We will:

Get involved
Get the basics right
Believe in people
Embrace diversity
Be ambitious
Empower others

We are:

Passionate
Honest
Creative
Optimistic
Determined
Inclusive

Our aim:

We will **inspire** our team to **create** positive change, **reach** more people and **sustain** our future

evolvehousing.org.uk

Inspire

our team to deliver excellent services

Develop our team using new approaches to training and development, maximising use of our internal expertise

Improve staff retention, recruitment and morale through further organisational development

Expand and deliver our trainee programme

Develop HR procedures to support delivery of new support model and align to our values

Create

positive change for people and communities

Retain specialist focus developing a unique offer around customer involvement and service

Develop and implement a new approach to supporting customers aligned to our values

Review service models to respond to changing external environment and increasing customer needs

Devise service models for other customer groups as required to maintain viability

Implement, deliver and sustain new and existing community based services

Reach

more people, expanding what we do and where we work

Deliver new Fundraising strategy

Actively pursue partnerships with other suitable organisations as a route to growth

Deliver stock rationalisation through active asset management

Devise and implement new Development strategy

Deliver fresh approach to engagement with key stakeholders

Sustain

our future by protecting and diversifying our income

Develop approach to tendering and housing management to improve our competitiveness

Deliver new IT strategy

Deliver stock condition survey and maintain excellent facilities

Reshape revenue funding models to reflect changing environment

Achieve excellence in governance