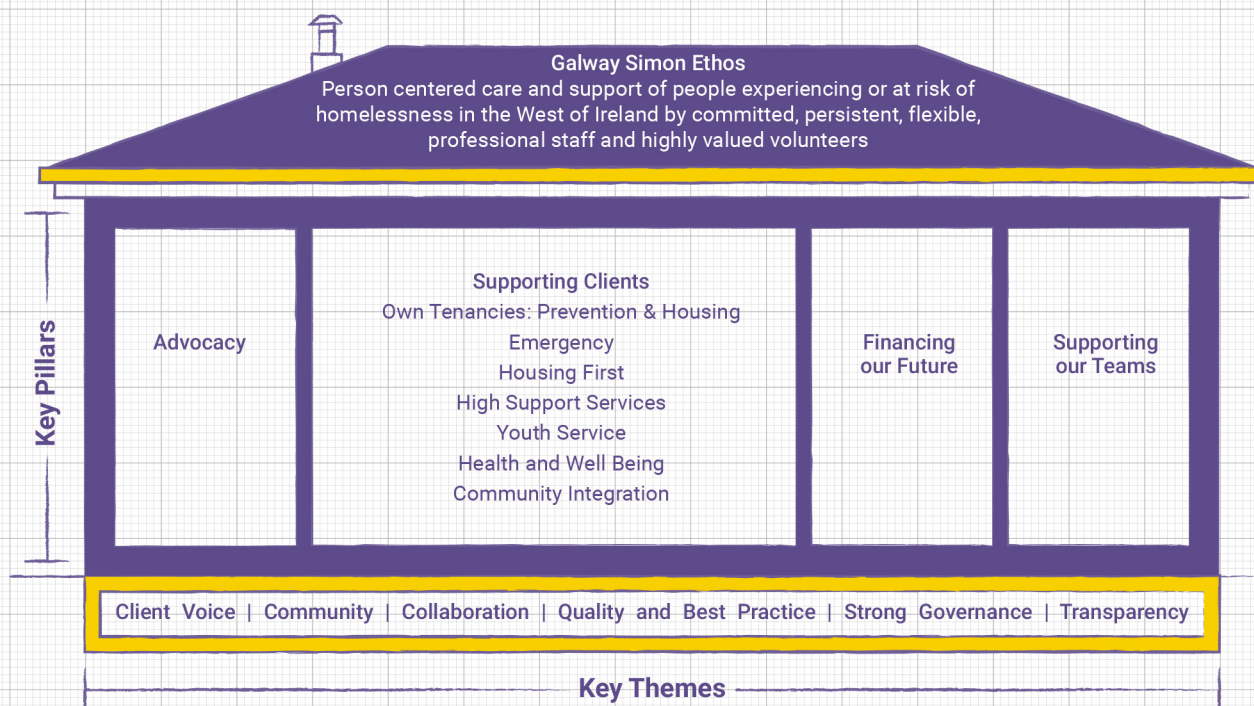


JOURNEY HOME

Strategic Plan 2020-2023



Our Vision

A community where everyone lives in a place they call home

Our Mission

- Play a constructive role in finding solutions for people who are homeless, or at risk of being homeless, through prevention services, providing access to housing, and providing health and well-being services.
- Provide holistic support by collaborating with statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness.
- Work towards eliminating homelessness through advocacy, education and campaigning.

Our Values

Compassion: truly caring is at the forefront of who we are. We demonstrate solidarity with our clients, with a willingness to help carry the burden.

Competence: our staff are skilled, professional and flexible, providing innovative approaches to resolving issues, resulting in positive outcomes for clients.

Commitment: a strong commitment to our ethos and our clients within our work, adopting a 'whatever it takes' approach.

Client-centred support: ensuring the client is at the centre of all we do. Listening to clients' needs and situations and offering support accordingly, always with respect.

Community: creating a community and support which allows clients to feel a sense of belonging in which they can thrive. Our stakeholders, clients, staff, volunteers, board of directors, funders, donors and the wider public who support us are central to our community.

Collaboration: the organisation actively works to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and complete transparency.

Guiding Principles

Quality, Continuous Improvement and Research

Galway Simon Community is committed to a culture of continuous improvement, to best practice and evidencing the quality of our work in a way that is transparent. We will:

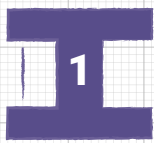
- achieve full compliance with the National Quality Standards Framework (NQS)
- continue to monitor, evaluate and assess our services against national and international best practice
- participate in European, National and Local Programmes that will inform and support continuous improvement in our delivery of services.

Strong Governance

Our objective is to always ensure excellent standards in governance, and to comply with all statutory, regulatory and reporting requirements in a transparent manner. Over the period 2020-23, we will:

- implement a Clinical Governance Framework
- become fully compliant with the Charities Regulator Governance Code; and the Housing Agency Regulator's Governance Code, Financial and Performance Standards.

Key Pillars



Advocacy

We will work towards eliminating homelessness through advocacy, education and campaigning

Supporting Clients

Own Tenancies

We will continue to work towards ensuring those we support are living in their own tenancies, which are stable and affordable. We will do this through our:

Prevention, Resettlement and Tenancy Sustainment Services

- We are passionately committed to this model of working – the human impact of homelessness, or the threat of homelessness, is significantly decreased if we can prevent clients from sliding into Emergency Accommodation.
- We aim to continue to expand the Outreach Prevention Teams in both Galway City and County.
- We will explore expanding our Prevention Services in Counties Mayo and Roscommon.

Housing

We will continue to acquire housing in order to provide long term secure solutions to homelessness. Housing will be acquired to support:

- our Housing First Service
- our dedicated Youth Service
- our commitment to a Housing Led Approach

Emergency

In light of the current Homelessness and Housing Crisis, and pending more social housing coming on stream in Galway, we commit to retaining our Emergency Service/ Cold Weather Response for another two years. This service will be reviewed before the end of 2021.

Housing First

We will continue to implement Housing First in Galway in collaboration with our partners.

High Support Services

We are committed to continuing to provide High Support Services for those who need them.

Youth Service

We aim to further develop this service through:

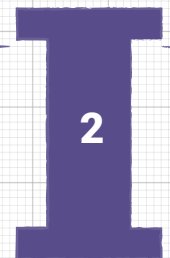
- additional residential spaces
- additional outreach capacity

Health and Well-being Team (MDT)

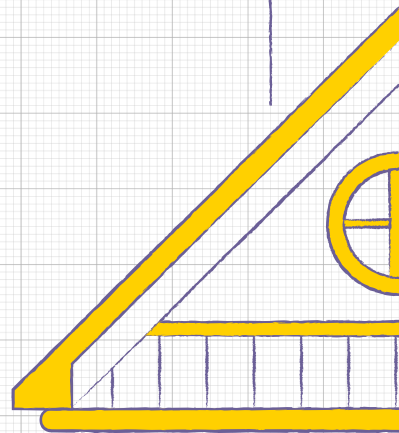
- A key objective of this plan will be to provide additional therapeutic supports for clients.
- We plan to expand our medical supports, through our GP and Nursing Services.
- We will explore options to have a dedicated space for health and well-being appointments and therapies, and for client activities.
- We will work to address the obstacles experienced by our clients accessing addiction treatment, with an increased focus on pathways to recovery, rehabilitation and treatment.

Community Integration Coordinator

We will recruit a Community Integration Coordinator who will champion Meaningful Use of Time for clients through education, training, employment and social activities.



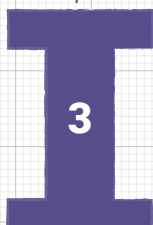
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Financing our Future

We will manage our resources in order to ensure that we maximise our positive impact, while ensuring that the organisation is financially stable and sustainable into the future.



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Supporting Our Teams

We value the expertise, experience and commitment of our staff and volunteers. With increasing demand on our services, and increasing complexities in our environment, we will implement initiatives to support our teams.