



St Martins

more than a home
for the homeless

EST
1972

OUR PRIORITIES

- We will prevent homelessness wherever possible**
- We will deliver effective support**
- We will deliver sustained support**
- We will continue to be an employer of choice**
- We will continue to be well managed and efficient**
- We will communicate clearly**

OUR VALUES



Open



Progressive



Nurturing



Tenacious

OUR MISSION

To maximise independent living and prevent homelessness in our community by offering a hand up - housing, support and care - to the most vulnerable.

To enhance understanding and compassion towards homeless people in our community through education and advocacy.

Registered charity 802013
www.stmartinshousing.org.uk

@stmartinsnfk
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Strategic Plan 2024 – 6

6 priorities to deliver our plan:
Ending rough sleeping on our streets

1) We will prevent homelessness wherever possible

We will:

Support people in the community to maintain their accommodation and prevent further incidents of homelessness

Provide clear signposting to a range of support services that prevent homelessness and assist with independent living.

Provide temporary or short-term housing using a trauma informed approach

Provide housing led/first options to people who face multiple barriers, exclusion and entrenched homelessness were possible.

Ensure the continuous professional development of our team.

Work closer with safeguarding adults board to highlight and learn how to manage complex cases.

2) We will deliver effective support

We will:

Deliver support that is person centred and trauma informed, building rapport and understanding of the causes of homelessness. Support will build confidence and greater independence to prevent reoccurring homelessness

Work in partnership with local services to support individuals who are roofless, providing an outreach support service that is proactive, reactive and flexible to meet changing needs

Support our local authority to deliver on their commitment to safeguard people at risk of sleeping rough during periods of severe weather and over the winter months

3) We will deliver sustained support

We will:

Implement the new Care Quality Commission (CQC) assessment framework and continue to maintain Outstanding rating (Highwater House) and improve from Good to Outstanding (Webster Court)

Increase capacity at Webster Court (4 additional rooms).

Review our Magdalen Road service

Provide a diverse range of learning and development opportunities to the people we support.

Provide evidence which will identify gaps and influence the commissioning of services to better meet the needs of the people we support.



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Strategic Plan 2024 – 6

6 priorities to deliver our plan:

Ending rough sleeping on our streets

4) We will continue to be an employer of choice

We will:

Provide strong, clear, fair and inspirational leadership

Recognise, value and reward the skills and expertise of our team.

Provide comprehensive inductions, ongoing learning and development, support and progression opportunities

Develop and maintain a healthy culture

Continue with a leadership/management plan to equip managers with skills needed

Continue to follow the NJC scales and review the job family ranges periodically

Review and enhance the St Martins recruitment, induction and retention processes

Hold a St Martins Conference

Ensure job descriptions are linked to behaviours and our culture

Utilise the apprenticeship pot to offer apprenticeships to current team members and new apprentices

Continue to develop our healthy workplace and wellbeing support packages

5) We will continue to be well managed and efficient

We will:

Undertake annual consultations with the people we support to monitor quality

Undertake regular engagement with St Martins Advisory Group (Adult and Youth)

Support and development of our volunteers

Exceed expectations on the delivery of commissioned contractual requirements

Adhere to external Codes of Practice

Continue to build on our solid infrastructure with sound financial monitoring and reporting

Ensure we have clear structures, systems and lines of accountability

Ensure we undertake regular audits, property and system checks and use technology to its full advantage

6) We will communicate clearly

We will:

Provide clear leadership on all homelessness related issues

Speak openly and passionately about our work and its impact

Use a range of media channels to increase the understanding of the importance of our work

Use every interaction as an opportunity to talk about our work

Use our fundraising events as opportunities to talk about the importance of our work.

Build on and develop relationships / partnerships with local organisations and education establishments

Engage with all generations of supporters (5-105 years old)

Communicate regularly with all our supporters and stakeholders and continue to remain the prominent / trusted local charity