IMPAKT
Housing & Support

OUR FUTURE, OUR IMPAKT

Strategic Plan | 2024 - 2034

CHARITY NO: 801035 | **HOUSING NO:** H3858 | **COMPANY NO:** 02337961

We are delighted to present:

OUR FUTURE, OUR IMPAKT

Our New Ten-Year Strategic Plan

Welcome to IMPAKT Housing & Supports Strategy for 2024-2034, titled "Our Future, Our IMPAKT." This strategy is driven by our collective commitment to providing meaningful and impakt-ful opportunities that ensure everyone using our services feels secure, safe, and valued through our PIE and TIC approaches.

In recent years, IMPAKT Housing & Support has expanded both the variety of services we offer and the geographical areas in which we operate. As our reach grows, we are determined to further develop and enhance our services within these new areas.

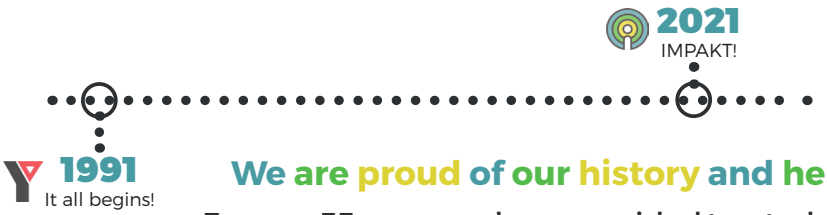
The world is changing, and it is essential that IMPAKT evolves too. Moving forward, our focus will be on ensuring we have the people, facilities, and resources necessary to realise our vision of growth, which includes providing homes and expanding our domestic abuse outreach and resettlement services. Our goal is to create environments where everyone feels safe and secure. This strategy outlines our direction and provides a framework for monitoring our progress.

To best serve our residents, clients, and the community, we recognise the importance of reflecting our own developmental aspirations, both as an organisation and as individuals. Over the next ten years, IMPAKT Housing & Support will transform to better meet these goals.

We will prioritise the growth of our housing portfolio, domestic abuse services, and peoples access to food. By doing so, we believe we will gain the flexibility and agility needed to deliver even better outcomes in our core service areas of housing and domestic abuse. We are deeply committed to these areas because we believe they form the foundation for people to take ownership of their lives.

Recognising that none of us live in isolation, we will be intentional in our efforts to contribute to and create communities where everyone can build positive relationships and networks.

As we embark on this new strategy, there are many ways to get involved. The simplest way is to follow and support us on our social channels, which are listed on the last page of this strategy.



We are proud of our history and heritage.

For over 35 years, we have provided trusted services to our communities and have continuously evolved what we do and how we do it. Our past achievements only strengthen our ambition for the future.

We have faced many challenges over the past few years, first with COVID-19 and then with the cost-of-living crisis. The significance of these events cannot be ignored, yet they have also served as a catalyst for us to rethink and deliver our services in new ways.

Over the past year, we provided safe and secure housing to 339 people through our housing schemes, offering personalised Personal Development Plans to support them in transitioning to independent living. Our domestic abuse teams now operate across three different counties and supported 958 people, not including children. Our maintenance team completed 198 standard voids and 18 PIE voids, all to a very high standard. Recent annual figures show that The Community Food Larder served 17,268 households and 7,960 individuals from June 2023 to June 2024.

IMPAKT Preloved provides preloved furniture and other household items, partnering with the Local Welfare Provision scheme. IMPAKT Interiors is a destination home interiors and gifts boutique with a difference—every purchase made helps fund housing for the homeless, contributes to our community larder, and supports our domestic abuse resettlement teams.

The future of IMPAKT Housing & Support is about growing our services while ensuring we maintain a high standard of quality. While our core services address long-standing social issues that are unlikely to be resolved in the near future, we must be creative in how we tackle them now.

At the same time, we will strive for excellence in everything we do, from the services we provide and the products we offer to the way we develop our organisation, staff team, and Board of Trustees. IMPAKT Housing & Support will look markedly different by 2034, but our commitment to our residents, clients, and the community will remain steadfast.

> **IMPAKT Housing & Support** believes that fairness and opportunity are essential foundations for a full and rewarding life: a safe home, mental health support, and access to genuine opportunities. We achieve this by offering person-centred support, encouraging individuals to build on their strengths, empowering them to gain independence, and ensuring access to food.

Our Vision

Standing with people through their hardest moments, so they can build a future of their own.

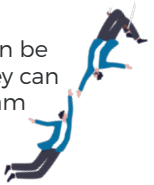
Our Mission

Our mission is to support people facing homelessness, domestic abuse, and food poverty, giving them the safety, stability, and skills to rebuild their lives.

Our Values

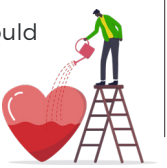
ASPIRATIONAL

We believe everyone can be the best they can be and dream big dreams.



CARING

We believe everyone should be cared for.



EMPOWERING

We believe in supporting and encouraging people to take ownership of their issues to achieve positive change.

Strategy

In all the work we do, we continually ask ourselves, 'How can we better use our resources to deliver outstanding services?' Our goal is to provide our residents and clients with opportunities and services that offer safe and secure housing, exceptional support, advice on matters related to domestic abuse, and access to high-quality food.

Assets

Business Resilience

People

Brand, IT & Communication

Community

Assets

We will increase the number of properties owned and managed.

TO DO THIS WE WILL:

- Develop new partnerships with non-registered providers.
- In partnership with investors provide housing for our domestic abuse service.
- Tender for refuge and domestic abuse contracts in Bedfordshire, Cambridgeshire, Hertfordshire, Buckinghamshire, Oxfordshire, Northamptonshire and other areas should the opportunities arise.
- Explore opportunities to provide housing in Bedfordshire, Cambridgeshire, Hertfordshire, Buckinghamshire, Oxfordshire, Northamptonshire and other areas should the opportunities arise.
- Ensure all assets are safe, compliant and a have a building plan to reduce our carbon footprint.

Business Resilience

To maintain a financially robust organisation that has effective and efficient processes to support high quality delivery.

TO DO THIS WE WILL:

- Continue to invest in the organisational infrastructure to increase our efficiency and effectiveness so all areas of the organisation have the support to flourish.
- Review the organisations legal structure.
- Maintain and stabilise our finances to ensure we provide a sound platform for future growth.
- Develop and invest in a property services maintenance trading company.
- Explore business opportunities and revenue streams.
- Become OFSTED registered.

People

Continue with a working environment where innovative and passionate people can do their very best.

TO DO THIS WE WILL:

- Attract and recruit people who embody our values.
- Support staff so that their health and mental wellbeing is looked after and we help build and maintain resilience.
- Develop staff to their full potential as well as embracing ways of working that supports our vision for the future.

Brand, IT & Communications

Communicate our social good within our own people and communities and review our systems.

TO DO THIS WE WILL:

- Raise the profile within new geographical areas we deliver services through targeted marketing and brand awareness.
- Review and update our website.
- Review our marketing materials.
- We will use automation and digitisation to modernise our systems and processes making them more streamlined, and efficient.

Community

We will raise our presence within the communities we deliver our services.

TO DO THIS WE WILL:

- Challenge the perception of homelessness.
- Increase food input through broader sponsorship with corporate partners.
- Identify opportunities to join and influence national conversations about housing related policy.

Approach & Launch

This strategy outlines the vision and direction of IMPAKT Housing & Support for the next ten years.

Our strategic priorities and goals will be supported by strong financial management, robust governance, and quality assurance measures. The strategy will be underpinned by detailed directorate work plans, with progress tracked through KPIs and continuous reviews throughout the ten-year period.

Where necessary, we will develop separate strategies to support the delivery of any of the five strategic priorities.

We will review the strategy after five years to ensure it remains fit for purpose, making adjustments as needed.

Additionally, we will adopt a more outward-looking approach to achieving social impact, working openly and collaboratively with partners. To drive progress, we will also convene specific, time-bound initiatives that are crucial to achieving our goals and objectives.

We will be resolute in our determination to achieve our strategic ambitions, but at the same time, with more than 60% of our waking hours spent at work, we must ensure that IMPAKT Housing & Support is an enjoyable and fulfilling place to work.

Follow Us

impakthousing

impakthousing

IMPAKT Housing & Support

IMPAKT Housing & Support

IMPAKT Housing & Support

impaktpreloved

IMPAKT Preloved

IMPAKT Preloved

impakt interiorsshop

IMPAKT Interiors

IMPAKT Housing & Support

IMPAKT Interiors

impaktfood

IMPAKT Food

IMPAKT Food

make an IMPAKT

"IMPAKT provides a real sense of support where other networks see you as a statistic. There's a true band of brothers and sisters within IMPAKT, and it's a home I haven't had for a very long time."

"IMPAKT gave me an opportunity to call a new place home and thrive, helping me address my underlying issues and regain my independence."

"I moved here after finding myself homeless. Thanks to IMPAKT Housing, I could begin to get my life back on track, and I'm now on my feet again."

"The people at IMPAKT Food are life savers, without which I (like many others) would be at my wits' end. The food provided is often our only source of fresh fruit and veg."

"I hope you know how much of an impact you have made on me with your support, keeping me focused even when I've felt so low. I'm excited for my future and so thankful you've been part of my journey to freedom."

"Thank you for your support and kindness. You have made me feel heard and protected, and I am truly grateful. You've been my extra support and have never let me down."

"You've made me feel heard and protected, and I woke up this morning with a little sense of freedom. I know I have tough times ahead, but I'm so excited for a future of normality."

"They went above and beyond to get me food on the same day I reached out. Such a lovely, friendly approach, and I hope to volunteer with them soon to give a little back."

www.impakt.org.uk