

STRATEGIC PLAN 2018 – 2022



Vision: Empowering all to be happy, healthy and safe

Mission: Rush House is committed to the delivery of excellence in the services we provide to those most vulnerable and/or excluded in Society. We do this through encouraging individuals to meet their potential and thus contribute to their community in particular, and society in general.

OUR VALUES: TRUST > EQUALITY AND DIVERSITY > RESPECT > UNITY > STABILITY > BELIEF OF CHANGE

Services

1

Deliver high quality equitable services to help service users achieve fulfilled and independent lives

Success:

Rush House delivers a range of high quality services which are available to all service users and which help them to live more fulfilled lives

Objectives

- 1.1 Deliver and develop services in collaboration with service users to meet their needs
- 1.2 Explore opportunities for expansion of service delivery, geography and service users
- 1.3 Provide flexible and responsive support
- 1.4 Develop current and existing partnerships

Finances

2

Develop organisational finances to a sustainable position capable of meeting the needs of existing and new services

Success:

Rush House has secure and sustainable finances capable of meeting current and future operational requirements

Objectives

- 2.1 Develop income generation strategy to ensure a diversified income portfolio
- 2.2 Define an appropriate reserves policy and rebuild organisational reserves
- 2.3 Increase the proportion of income raised from traditional fundraising
- 2.4 Ensure ongoing cost control within the organisation

Governance & Management

3

Continue to build a high performing Board and workforce capable of meeting future operational requirements

Success:

Rush House has a team of staff and volunteers who are suitably experienced and qualified to undertake their roles well and in the best interests of the organisation and its service users

Objectives

- 3.1 Produce mapping/gap analysis of skills at staff and volunteer level
- 3.2 Identify and meet training requirements amongst staff and volunteers
- 3.3 Ensure ongoing programme of staff and volunteer support

Facilities

4

Deliver physical environments and support services that are safe, suitable and facilitate effective performance

Success:

Rush House has premises and equipment which support the safe and effective delivery of its work

Objectives

- 4.1 Maintain appropriate delivery environments
- 4.2 Maintain appropriate levels of IT support
- 4.3 Ensure all facilities and equipment meet Health & Safety and Quality standards