

STRATEGIC PLAN 2018 -2022



Meals on wheels

Homeless Services

Counselling

Childcare Services

Substance Misuse Support



Sligo Social Services Strategic Plan 2018 -2022

Supporting Individuals, Families and Communities



Objective 1
Service Development



Objective 2
**Continuous Improvement
and Transparency**



Objective 3
Raise Awareness and Influence Policy



Objective 4
Build a Sustainable Future

Introduction

Sligo Social Services emerged from different voluntary groups working together in Sligo. All of these groups fostered social awareness; many were motivated by Christian ideals. We want to build on this history by inspiring another generation of people to give of themselves in service of others. We believe that every person has immeasurable dignity, that the economy is at the service of the human, that families and local communities are the bedrock of society, that people should reach out in solidarity to support their neighbours, not least those in greatest need. We are committed to creating a more humane world.

Since its foundation in 1969 Sligo Social Services has aimed to respond to the emerging and unmet needs of the people of Sligo. Major economic and social change began in Ireland in the 1960s, which brought prosperity for many people. However, many others did not benefit from these changes and some felt the effects of disadvantage and marginalisation.

The organisation has grown over the years and now provides personal and community based services to a wide range of people in Co Sligo and parts of Co Leitrim. Our impact has been considerable. For instance, we have delivered over one million hot meals through our Meals on Wheels service over the last 40+ years, and more than 1,400 children have passed through our childcare services (both pre-and after-school) in that period.

Our Strategic Plan 2018-2022 aims to further develop our services both in terms of quantity, quality and sustainability, responding to the needs of people seeking our support and being accountable and transparent to the people who fund us. The effect we have in helping our service users make the changes they want in their lives is the ultimate measure of our work.

Our Vision

To achieve long-term, sustainable improvements in the quality of life of those needing our services and support in the Sligo region, delivered in partnership with statutory agencies and other non-profit organisations, and through the support of our local communities.

To be flexible and innovative in our response to those who are experiencing difficulties in our community, recognising their changing needs and circumstances, in order that they will never find themselves alone and without support.

Our Mission

Sligo Social Services strives to empower individuals, families and communities in the Sligo region in improving their quality of life through the promotion of social justice, equality and the dignity of the human being.

We seek to address their needs respectfully by empowerment, support and encouragement and, where appropriate, direct assistance by caring, competent and professional individuals, deployed on a full-time, part-time or voluntary basis.

Core principles

At the heart of our work is set of core principles which inform every aspect of our services, policies and practices:

- We're here for those needing our support and care in Sligo, and our approach is driven by their needs.
- We don't give up, and we work with all of our clients and service users to bring about positive change in their life and life chances.
- We don't stand still, and we are responsive to change, to new ideas and better ways of working.
- We value and respect each other, nurturing a work ethic that is open, honest and co-operative, based upon inclusivity, fairness and ethical standards.
- We are efficient and transparent in our work, based on best practice and proven solutions.
- We are good partners, and we work collaboratively with a range of partners to deliver the best outcomes for our clients and service users.

The Environment We Work in

We work in partnership with a range of other agencies from both the statutory and voluntary sectors to provide targeted interventions in respect of identified needs within Sligo and adjoining areas. We also provide a number of services from our own resources.

We provide pre-school, afterschools, and a variety of services for children and families. We provide a meals-on-wheels service and a befriending service for the elderly in the Sligo area, and we also provide a number of homeless services including homeless hostels for single adults, short-term accommodation for families and single men and substance misuse support for those who are at risk of becoming homeless. We provide Advice, Information and support

Meeting Clients Needs

There remain many people in Sligo and adjoining areas who suffer from social disadvantage, people at the margins of our society who need help. The economic crisis which commenced in 2008, and the cutbacks in statutory services which resulted from it, have created a situation where the voluntary sector must play an enhanced and more active role in working with State agencies to meet the needs of these vulnerable people.

We also recognise that there are people in our society whose needs are not being met by the State, and we will continue to work to raise funds and thereby ensure that these people are not forgotten –something which has always been at the heart of our mission since Sligo Social Services was originally founded. This is where we see the role of Sligo Social Services over the next four years and beyond.

We will aim to achieve long-term, sustainable improvements in the quality of life of those needing our services and support in the Sligo region. These improvements will be delivered in partnership with statutory agencies and other non-profit organisations, and through the support of our local communities.

Taking into account our key challenges for the next five years, we have identified a number of key objectives on which the organisation will focus.





Objective 1

Service Development

Our Aim is to ensure that those in need in Sligo have access to the support they need when they need it enabling them to live life to the full

Key Actions

Identify key services required in the local area and potential partners for the delivery of these services

Action

Improve our understanding of the needs of our existing client group, as well as the needs of the wider community of Sligo, with particular reference to unmet needs

Action

Proactively engage with other service providers and networks, exploring how we can collaborate in the delivery of services

Develop New Services to meet the identified needs of service users

Action

Investigate the potential to provide additional After School and Family Support services in areas with an identified need

Action

Drive the implementation of the 'Housing First' ethos and approach in Sligo

Action

Redevelop existing Emergency Accommodation provision in line with current standards of service provision

Action

Identify opportunities to further enhance and develop Meals on Wheels Service to offer a sustainable service to those in need into the future

Action

Roll out the Befriending Service giving consideration to Make Every Contact Count (MECC), Social Prescribing, and Chronic Conditions

Objective 2

Continuous Improvement and Transparency

Our Aim is to provide services which have a real and positive impact on the lives of our service users while being accountable to supporters

Key Actions

Show /measure outcomes for our service users and make sure they are meaningful for the children, adults, families and communities who engage with our services

Action

Develop user-friendly, tools to measure outcomes for service users and support the improvement of organisational performance

Action

Use Service Evaluations to evidence impact of our service provision

Action

Review and enhance our existing services to ensure relevance and impact for service users

Enhance our organisation structures to support service delivery at all levels, including the Board, management, staff and volunteers.

Action

Provide governance training, and other supports to volunteer trustee leaders and managers to both drive and support their effective leadership.

Action

We will explore availability of other potential supports, resources and programmes for good leadership practice e.g. mentoring, secondments to/from private sector, specialist modules for management and continuous professional Development.

Action

Ensure that every staff member has a written and regularly reviewed set of goals and objectives clearly linked to the organisation's mission and strategy.

Continue to develop competencies for Governance, with clearly defined and transparent governance structures and processes.

Action

Be compliant with good practice standards for charities: including the Governance Code, the Statement of Good Practice in Fundraising and the Statement of Recommended Practice (SORP) for finance and activity reporting.



Objective 3

Raise Awareness and Influence Policy

Our Aim is to improve awareness of the work we do and influence local and national policy

Key Actions

Develop a greater understanding of government policy and strategies and the links between policy/strategy and service delivery

Action

Make published material available to Board members, staff, and volunteers about the areas of work of our organisation and the wider sector to keep all informed about best thinking nationally and internationally

Action

Create opportunities for staff and volunteers to develop their understanding on the policy issues relevant to their service area

Action

Seek representation on local, regional and national fora to network as well as to influence policy and decision making

Action

Stay central to Sligo: local solutions and approaches, whilst understanding and aligning our work with national and agency agendas.

Be recognised as a key organisation in each individual service area

Action

Give clear and easy to understand information to people about the organisation and our services

Action

Devise new ways to promote the positive impacts our services make.

Action

Redesign our website to let the public know what we do, how we spend our funds and how they can help us in our work

Ensure that service models are aligned with local and national policy strategy and structures

Action

Development of a Unique, Holistic Pre-School and After School Service which responds to the particular needs of our target group

Action

Review and enhance our existing service models to ensure they are aligned with local and national policy strategy and structures

Action

Document our model of service for all services



Objective 4

Build a Sustainable Future

Our Aim is to grow and manage our income ensuring that we can sustain and develop the services needed by our clients

Key Actions

Assess costs to run the organisation, on a service by service basis

Action

Explore options for new funding opportunities

Action

Identify opportunities to develop creative, cost effective ways of doing our work and providing services

Identify and Increase Fundraising Opportunities

Action

Seek to maximise revenue from existing fundraising initiatives, and identify new sources of fundraising

Explore supports available in developing new fundraising ideas

Identify potential for partnering with external organisations/groups to create economies of scale

Action

Approach other organisations regarding possible opportunities to share resources/cos



sligo social
services

The logo features a stylized human figure composed of two overlapping circles, one blue and one orange, positioned above the word 'social'.

