

Strategic Plan

2017-2020



Our vision is empowering people to fulfil their potential and progress into employment

Foreword

Welcome to Inspired to Achieve's (i2a) Strategic Plan for 2017-2020.

We have had a positive 3 years leading up to this new Strategic Plan. We have helped place 512 people into employment, supported 295 into training and 60 people into volunteering or work experience. But, this is just the beginning. Our aim is to empower as many people as we can to achieve their potential. Ultimately achieve a "job every day".

2017 has started well! We have secured the Building Better Opportunities contract 'Positive People' which enables us to work with even more people who want to get themselves into work.

We have a team of passionate, innovative, motivated and commercially-minded people who work to targets and adapt to change. Combining this with the energy, determination and business knowledge of our Board, we will continue to grow and to deliver our goals. We are delighted to be able to share with you the commitments that we are making to ourselves, our board and, most importantly, our clients.

John Coutts, Chair of the Board

Debra Scarratt, Head of Inspired to Achieve



“ Our ultimate goal is seeing people achieve their potential and empowering them into training, work experience, volunteering and sustained employment ”

Who are we?

Inspired to Achieve (i2a) was established in 2010 and is a wholly owned subsidiary of Yarlington Housing Group (YHG).

In 2011 we achieved Social Enterprise status. The business has delivered over 20 contracts with a range of partners including schools, youth clubs and YHG.

Vision and Values

Our vision is:

Empowering people to fulfil their potential and progress into employment

Our values are:



Dedication

We are dedicated to what we do and always go the extra mile for our clients, our commissioners and our colleagues



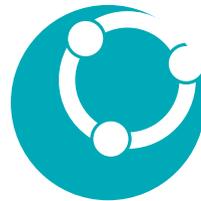
Innovation

We are innovative; always looking for and remaining open to new ways of working



Passion

We are passionate about what we do because we see the outcomes of our work and the difference that it makes to people's lives



Collaboration

We work collaboratively with our clients, commissioners and other partners to ensure a joined up approach to planning and service delivery

Operating Environment

I2a deliver employability contracts working with unemployed and economically inactive clients to assist them into employment and help reduce poverty. Being in employment can improve a clients health and well-being and provide increased income contributing to a reduction in poverty. We work collaboratively with a range of partners and employers to secure access to services and assistance enabling clients to progress into a sustainable outcome.

The world we operate in is changing with external and internal factors that influence our business and the service we provide:

Welfare reforms have seen the introduction of Universal Credit, the Benefit Cap and digital by default. I2a are here to help clients to manage the impact of changes and support them into employment.

There is a fragmented picture for funding across our area of business. BREXIT means an uncertain picture as we do not know what will replace the current European Social fund (ESF). I2a will identify new funding opportunities enabling us to grow.

The new Hinkley C project will generate opportunities which i2a want to capitalise on.

Technology is driving change 'Digital by default' is making access to benefits, information and opportunities more difficult for those that lack skills, confidence and hardware. I2a will maximise the technological outcomes for our clients to equip them to access web based services and sustain their employment and training.



Success to date

Between April 2014 – March 2017 we achieved:

People into employment



People engaged with i2a



People into training



People into Volunteering or Work Experience



In total



1,170
clients engaged



512
people into employment



295
people supported into training



60
people into volunteering or work experience



100%
client satisfaction

We have won contracts with Taunton Deane Borough Council, The National Careers Service and Big Lottery/European Social Fund.

Research tells us that tackling worklessness and low pay makes economic sense. For every out of work claimant in 2015-16 moved into employment:

- DWP saved £9,800 per JSA claimant and £8,632 per ESA claimant

and

- The local economy benefited on average £4,810 per JSA claimant and £5,068 per ESA claimant.

“ Claimants who move off benefits and (re)-enter work generally experience improvements in income, socio-economic status, mental and general health, and well-being. Those who move off benefits but do not enter work are more likely to report deterioration in health and well-being. ”
The Joseph Rowntree Foundation



“ I will be forever grateful to i2a and Chris for their support and encouragement, even when I was sat, almost in tears, saying how rubbish I was, in a pit of depression, Chris didn't give up, which, from personal experience isn't easy. The team are compassionate, empathetic and professional. Allow them to support you and you too will gain wings. Possibilities are endless with the right support! ”

- Debbie

Strategic Objectives

We have developed three overarching strategic objectives for 2017 – 2020 which will help us achieve our vision:

1

To grow the business

Develop networks and build on current contract relationships with large prime contractors to lead to new business opportunities. We will closely align our growth plans to YHG growth strategy; develop market intelligence to improve our tenders and increase contract success; define our service and promote to new markets.

2

To build a sustainable future

We will secure viable sources of income through sales or contract wins and stay focused on value for money. We will rebalance the contractual reliance on YHG; generate surplus to reinvest in our future and gift aid to support YHG charitable objectives.

3

To manage the business effectively

Our staff structure will meet the needs of current and future business. We will recruit and retain high calibre staff; have systems and processes that work for the business and deliver a healthy operating surplus.

“ I came to i2a lost, hopeless and plagued by limiting beliefs about myself. The specific and tailored support I received has reignited my passion, hope and self-belief. Alongside my full time work I am now looking into setting up an Eco Retreat for people with substance and mental health issues and their families. I am able to play with my son at the park and my finances are slowly getting back on track - all within a year! ”

Paul Tungate

The next 3 years

How we measure success. By 2020:

- 750 people into employment
- Engage with 2,500 people
- 348 people into training
- 120 people into work experience/volunteering
- Achieve 100% against all contractual targets
- Achieve a 95% customer satisfaction rate
- Secure new funding streams
- Expand business delivery geographically
- Achieve the MATRIX standard
- Deliver an operating surplus of £50,000
- 70% of the budget will be funded by non YHG contracts

“ We have seen an impressive year on year improvement in performance and results from i2a without any decrease in their passion, commitment or willingness to deal with challenging and hard to reach cases, continually “going the extra mile” ”
Yarlington Housing Group

Strategy into action:

The key to the success of this strategy is having an efficient and effective operational delivery plan. This delivery plan will be updated every six months, approved by the i2a board and monitored at each board meeting.

The Head of i2a is responsible for the delivery of the operational plan and will work closely with the YHG executive team and other YHG heads of service in its implementation.

Meet the i2a Board



John Coutts
Chair



Gary Orr
Chief Executive
and Board
Member



Helen Lacey
Non Executive
Director



Debra Scarratt
Head of
Inspired to
Achieve

www.inspired2achieve.net
email: employment@inspiredtoachieve.co.uk
call: 01935 404075