

# Objective

# Action

# Outcome

Stakeholder Involvement



**To manage stakeholder relationships**

- Proactively manage and strengthen key stakeholder relationships
- Create plans to engage
- Build collaborative partnerships
- Treat everyone as individuals having regard for their feelings and wishes.
- Listen and value their contribution

- High levels of service satisfaction are consistently evident
- Levels of stakeholder engagement have improved
- New business has been secured
- New partnerships have been developed providing mutual benefit

Social Inclusion



**To focus on enabling individuals to participate in society, therefore preventing/reducing exclusion or marginalisation**

- Deliver services that support people's choice to live independently
- Build supportive and cohesive families and communities
- Build capacity and resilience to tackle social disadvantage
- Promote and deliver independent advocacy

- Supported more people to live independently within their own communities
- Realised community and social integration and participation
- Contributed to a reduction in isolation/marginalisation
- Parental skills, knowledge, and resilience have been enhanced

Wellbeing



**To contribute to the personal happiness and capability of individuals, families and communities by supporting a sustainable positive physical and social environment**

- Work in collaboration with others to improve the quality of life of beneficiaries
- Improve the physical and social environment
- Encourage active & healthy living
- Wellbeing/work-life balance in practice
- Empower individuals to achieve their full potential

- Enhanced health and wellbeing, awareness and resilience
- Contributed to more healthier homes
- Beneficiaries report an increase in their quality of life
- Supported more people to live independently within their own communities

Sustainability



**To balance long term economic, social and environmental factors so that there is sustained benefit across all three**

- Sustained employment, contributing to the local economy
- Stronger governance
- Maximise social benefit through our services
- Manage supply chains for maximum social benefit
- Tackle worklessness, under-employment & unemployment

- Have supported people into employment
- Improved sustainable practices within our communities
- Awareness, knowledge and skills of our beneficiaries have been enhanced
- Contributed to the reduction in carbon dioxide
- Group profitability has increased

Social Innovation/ Entrepreneurship



**To find new or improved ways of achieving social goals in a sustainable way, using entrepreneurial principles**

- Create new/innovative services and delivery models: new markets/ joint ventures, etc.
- Diversify financial structures
- Deliver excellent services, demonstrating continuous improvement
- Strengthen efficiency & effectiveness
- Build collaborative partnerships

- New business has been secured
- New or improved business models have been designed and developed
- Process Improvement has been implemented
- Contributed to an entrepreneurial community
- Social financing models are in operation

Reinvestment



**To reinvest profits for societal benefit/impact**

- Invest in a development fund
- Grow services to provide greater social impact
- Invest in people for greater social impact
- Implement investment / reinvestment plans

- Have increased our social impact
- Investing in people has contributed to the achievement of social outcomes
- Profits and resources have been reinvested for the benefit of our communities