

Update on our 2022-2027 Strategic Plan

In 2022 we undertook a review process to:

1. Renew our Purpose and our Values - which can be found [here](#)
2. Develop our 2022 – 2027 Strategic Plan

At the time and as well as gaining input from staff, trustees and partner organisations, we ran sessions with our clients and volunteers. More than two years later and at the halfway point of our five year strategy I wanted to let you all know how we've been doing!

What we've achieved

The detail below is about our Strategic Plan, which focuses on what we want to change or develop. It therefore doesn't include many of the normal (but no less amazing) things which happen each week throughout the year. If you'd like to read more about our day to day work with clients we cover that in more detail in our annual [Impact Report](#).

What was said	What we've achieved
We should continue to deliver our Language, Accommodation and InterAction Projects.	<ul style="list-style-type: none"> ○ Our ESOL classes have continued and the project has expanded to include Digital Skills and Employability support (see below). ○ Our Accommodation support has grown modestly to 62 bedspaces. ○ Our InterAction project has further developed its specialism in casework and continues to run a weekly drop-in in Newcastle. In addition, it developed two bespoke pieces of work in South Tyneside supporting health access and volunteering.
The most needed 'new' areas of support would be for: <ul style="list-style-type: none"> - families and young people - employment - mental health. 	<ul style="list-style-type: none"> ○ In December 2023 we began our Young Lives project, supporting young people and their families. Since that time we have supported over 280 people. ○ Our rebranded Language & Learning project now provides bespoke mentoring and group work to support asylum seekers and refugees into employment, training and volunteering. ○ We've explored mental health support, but rather than launching a new project, this is likely something we look to address through partnerships in the coming years.
Partnerships with other organisations would become increasingly required.	<ul style="list-style-type: none"> ○ As well as fostering strong relationships in the Refugee Sector in general, we have developed one off or ongoing opportunities with Karbon Homes, FIRST, Yonder and Open Door North East, providing employment, training, opportunities for young people and employability support respectively.
Our staff and volunteers are essential in building a strong organisation and	<ul style="list-style-type: none"> ○ We have renewed our recruitment and induction processes to make sure we're compliant with our legal obligations and keeping everyone safe.

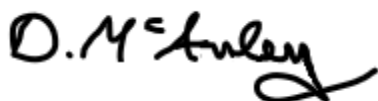
delivering high quality support.	<ul style="list-style-type: none"> ○ We've expanded our project teams to include new roles with diverse skills and recruited more people with lived experience of migration.
Building strong finances will be important.	<ul style="list-style-type: none"> ○ Our overall income grew 10% and demonstrating a healthy shift toward sustainability, our unrestricted income grew by 17% from 2022-2024. ○ We invested in the team responsible securing and managing our finances, ensuring they are equipped for the increasingly digital world.
Being aware of and able to adapt to the external environment will continue to be necessary in this ever-changing modern world.	<ul style="list-style-type: none"> ○ We've supported record numbers through the rapid increase in refugee homelessness over the past 18 months. ○ We've connected with local, regional and national groups which have informed our activity and helped us plan for the significant political and national policy changes over the past years. ○ During the riots in summer 2024 we shifted our support to clients and in the aftermath produced a report based on their reflections.
<p>We want to continue to grow and develop three themes across everything we do:</p> <ul style="list-style-type: none"> - Equity, Diversity and Inclusion - Client Engagement - Lived Experience. 	<ul style="list-style-type: none"> ○ Almost half of our staff team and 40% of our trustees have experience of migration to the UK, a significant increase from 2022. ○ We have completed biannual surveys with clients and invited both clients and volunteers to help design our services. ○ Our Youth Leadership Group was formed, giving young people the chance to share their ideas and impact our thinking. ○ We created a new role to work across the organisation improving our approach to each area of this work.

What's next?

We'd love to hear what you think about the next two years! Throughout January we'll be holding sessions for clients and on Thurs 30th Jan 2-4pm there will be a session for all volunteers at The CastleGate. Do get in contact with us if you'd like to share your thoughts but can't get to the sessions we've organised.

I'm hugely appreciative of you all and excited about the coming years ahead at Action Foundation.

Best Wishes



Duncan McAuley