

# THE BIG LIFE GROUP BUSINESS PLAN 2020-25



There might be all sorts of things stopping people from getting where they want to be. People juggle their health, work, relationships and much more besides. People with multiple issues often face the biggest challenge, and when one thing goes wrong it can feel overwhelming and impact on everything. That's why all our services work with people on all areas of their life, working with them to remove all the obstacles to changing their life for the better. We help people see the skills and support they already have so that they can build on it. To make sure we do this, we work in the Big Life Way.

## THE BIG LIFE WAY

**People not problems.** We work with people on all areas of their lives. We see the skills and potential in everyone and value their life experience.

**First class.** We believe all people deserve a first class service which develops their resilience, is led by them and responds to their priorities.

**Never give up.** Everyone has the capacity to change, but we know it's not always easy. That's why we celebrate every achievement and we never give up.

**Tread new ground.** We are not afraid to tread new ground. We learn from feedback and innovate to respond to new challenges.

**Work in partnership.** We work in partnership with people and places to achieve



## MISSION

Big Life is in the business of changing lives. We fight inequality by working with people and places to create opportunities and inspire change.

# OBJECTIVES

Work with more people and places to create opportunities and inspire change



Have an organisation that enables us to work in the Big Life Way

Be a 'good' business with our social mission at the heart of all that we do



# GROUP TARGETS

Work with more people and places to create opportunities and inspire change

- Work with more people to support them in **all areas of their life**.
- Have **volunteer opportunities** in **every service**
- Increase the opportunities for people to engage with our services through the **use of technology**
- Develop place-based plans for every area we work in, and **develop partnerships** and integrated working



To be a 'good' business with our social mission at the heart of all that we do

- Grow in our existing geographies to **diversify our offer**, and move into **new areas** where there is an opportunity to develop significant roots to anchor ourselves in a **community**
- Increase feedback to **continually improve** the quality of what we do
- **Invest in our assets** and technology, ensuring we maximise efficiency and the quality of our data to **drive service improvement**.
- **Reduce our carbon footprint** and implement **agile working**.
- Have a legal structure that works for us and **the people we work for**.



We will have an organisation that enables us to work in the Big Life Way

- Have a management structure, IT systems and change process that **facilitate staff** and services **working together**
- Deliver our workforce strategy, ensuring we have **diverse, trained and happy staff**, shown by achievement of **Best Companies 3-Star** accreditation
- Have trained **Multi-Modality Practitioners** in every service and all staff will be trained in **strengths based approaches**
- Develop tools for people to have **control of their own stories** and data
- **Service user engagement** will shape our services
- Ensure that all our services are informed by **research and evaluation**, and measure the impact of our work

