



Together
We Thrive

Strategic Plan 2023-2026

Through partnership working we will foster resilient, thriving and inclusive environments so everyone can live their best lives.



VOLUNTEERING > ACCOUNTS SERVICE > COMMUNITY TRANSPORT
COMMUNITY DEVELOPMENT > PARTNERSHIPS > TRAINING > WELLBEING

Introduction

In September 2022, as we came towards completing our 2020-2023 strategic plan and reviewing the opportunities and challenges ahead, we held meetings with staff, board members and trusted partners to review our Vision, Mission and Values.

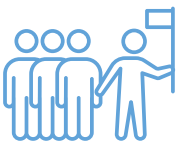
It was from that process that our new purpose was developed to take us into the next chapter of Community360.

Our purpose

Through partnership working we will foster resilient, thriving and inclusive environments so everyone can live their best lives.

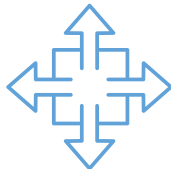
As an organisation the values we uphold are

Leadership



We strive to provide our communities with passionate, intelligent leadership

Collaboration



Working with communities through partnerships maximizes our impact

Honesty



We maintain a reputation for integrity and trust

Creativity



We facilitate thriving resilient communities

Inclusiveness



Encourage and nurture everyone

Excellence



We value quality in everything we do

We will achieve our values through our organisation wide behaviours



Be **enabling** of others



Engage in **partnerships** and **collaborations**



Be **people** centred and **community** focused



Ensure a commitment to **sustainability** is at the core of everything we do

Achievements since last time 2020-2023

We said we would, and we did - This is what we've accomplished through our 2020-2023 Strategic Plan

- Adapted our services over night during the Covid-19 pandemic to provide critical front line services to keep people safe and supported in their homes
- Lead and supported the Government mobile vaccination programme
- Opened the One Colchester Community Hub in Central Colchester
- Implemented a range of training and support programmes to strengthen both the Voluntary Sector and our workforce
- As part of C360's employee volunteer policy, every employee now can volunteer three days a year

- Growth of Single Points of Commissioning opportunities.



- o 2020-21 - £27k
- o 2021-22 - £950k
- o 2022-23 - £1.72m

Supported over
20,000
hours with the
Covid 19 Vaccination
programme across
Braintree and
Colchester

and over
200,000
vaccines

- Delivered the placed based social action Dementia Friendly City Action Plan in Colchester
- Completed extensive asset mapping in both North East and Mid Essex
- Actively participated in and developed One Colchester and Alliance partnerships
- Maintained My Social Prescription to cover all GP surgeries in Colchester, fully linked with Primary Care Networks and extensive discharge support 7 days per week
- Facilitated and participated in developing the Live Well Model across all C360 work
- Developed partnerships with the Heart of Greenstead and Neighbourhood programmes

Supported with
3,394
Home from Hospital
trips and
528 befriending
calls

Development
of the
Essential
Living Fund





Over **600** families supported through the Essex Family Support Service programme

Merger/partnership with Chelmsford Community Transport



- Held the first mobile hub support event in rural Braintree
- Published a range of reports and hosted events, including the Marmot Conference, No Going Back report & Communities Responding to Crisis



- Ongoing development and growth of the One Colchester Hub & Primary Care Centre Café
- Development of the Essential Living Fund
- Success of the Walk Motivator pilot in Braintree led to its launch in Colchester
- Weight management programme launched in Colchester with successful take up and high numbers of recurring attendees

- Improved health and wellbeing by launching our My Social Prescription™ initiative
- Established One Colchester as a 'priorities consortium'
- Developed strong participation in the NEE Health Alliance and the Sports England Local Delivery Pilot
- Located our Community Transport service in Tiptree, improving access to Colchester and Maldon, as well as increasing journeys
- Improved the quality and reach of our communication with the sector

109 organisations have been provided with independent examinations and

Worked with partners to secure **£500,000** of funding

59 have had payroll managed by our Community Accounts Service



Taking our Strategy forward

We have become sector leaders beyond our normal boundaries, reflecting the need for strategic leadership in a complex and challenging environment.



Much of what we achieve is carried out in partnership with others, and such collaboration is crucial to achieving our strategic ambitions. We will continue to refine our services and agree targets to ensure that we realise these ambitions; our progress will be regularly reviewed by our Board of Trustees, but owned by our workforce.

Each of our portfolios of work is united by the same golden thread: our strategic objectives. Over the next three years, we will achieve the following through an effective strategic action plan.

Strategic Objective 1

INCLUSIVE

Strengthening the sector's diverse voices to effect change.

How we will do this;

- Adhere and shape future infrastructure support utilising the NAVCA 4 pillars.
- Provide specialist fundraising and governance advice, supporting and developing voluntary and community organisations, and promoting collaboration.
- Continue to provide a comprehensive suite of volunteering opportunities.
- Promote thriving communities through Timebanking in Colchester
- Act as a champion for Asset Based Community Development (ABCD) to ensure these principles are adopted by everyone we work with.
- Ensure that our places of work, and those of our partners, provide an environment that supports dementia, disability and mental health friendly spaces.

Strategic Objective 2

PARTNERSHIPS

Developing successful delivery partnerships



How we will do this;

- Ensure an Alliance and Integrated Neighbourhood Model of working is embedded in our local place.
- We will continue to strengthen our sector's voice through existing partnerships, such as One Colchester, whilst continuously horizon scanning the need to develop others.
- Continuing to be a strong Infrastructure voice, ensuring funding for smaller groups remains a priority.
- Establish workforce shadowing and secondment programmes that can be adopted by our partners to encourage one collaborative workforce.
- Shape and guide our public sector services by working with the relevant partners to help improve the quality of people's experience.
- Develop our hubs and office space to better offer co locating options that are appealing to our stakeholders and become a viable income for us.

Strategic Objective 3

THRIVE

Supporting stronger, thriving voluntary and community organisations

How we will do this;

- Expand and diversify our transport service to increase the opportunities available and the range of trips it offers.
- Develop our Community Accounts Service by increasing awareness of what we offer and how we can make it accessible to more volunteers and community groups.
- Build community confidence and improve quality of life by developing and delivering innovative projects lead by research, insight and need.
- Embed our programmes of work as an anchor organisation and at a hyperlocal level, to ensure people can access the right support, in the right place, at the right time.

Strategic Objective 4

INNOVATE

Being a sustainable, responsible organisation driven by our values.

How we will do this;

- Develop further our income streams, to generate new independent sources of income.
- Deliver a People and Culture Strategy which supports our staff and volunteers, increases their effectiveness and flexibility which encourages creativity and innovation.
- Capitalise on digital technology to further improve our effectiveness and efficiency by delivering a Technology Strategy.
- Identify opportunities to improve the sustainability of some of our services by developing financial self-sufficiency along with longer term contracts and Service Level Agreements.



COLCHESTER MAIN OFFICE: Winsley's House,
High Street, Colchester, Essex CO1 1UG.
T: 01206 505250
E: information@community360.org.uk

BRAINTREE OFFICE: Eastlight House,
Charter Way, Braintree CM77 8FG
T: 01376 550507
E: information@community360.org.uk

TIPTREE OFFICE: The Barn, Venn Farm,
Tudwick Road, Tiptree, Essex CO5 OSD.
T: 01206 505250
E: information@community360.org.uk



<https://www.community360.org.uk/>