



Local Solutions

STRATEGY

2020-25

Local Solutions is a charity founded in 1974 that delivers services to people within the Liverpool City Region, wider North West and North Wales with a primary focus on people who face disadvantage, exclusion and vulnerability.

Our work is guided by our **Vision** of a society where people can live in safety and dignity, and lead fulfilled lives.

Our **Mission** is to **Improve People's Lives** by creating, shaping and delivering responsive, and high-quality services, working with people through person-centred approaches.

OUR CHARACTERISTICS

Autonomous
Inventive
Diverse
Bold

OUR VALUES

Compassionate
Professional
Respectful
Inclusive

Strategic Objective 1

Responsive and High Quality Services

Create, shape and deliver person-centred, holistic solutions that improve lives and maximise impact.

WHAT WE WILL DO:

- Use the strength of our diverse service delivery model to maximise opportunities to create new solutions.
- Design and deliver services to take a 'whole person' approach.
- Provide excellence in service delivery and demonstrate how we do that.
- Develop approaches to working with people that are market leading.
- Develop and deliver digital solutions that augment services.
- Learn from the experience of our services users to advance our work.
- Engage with beneficiaries and stakeholders to design and shape delivery.
- Add value and go beyond expectations in every area of service delivery.
- Extend our non-commissioned work and self-developed services.
- Measure, evidence and articulate the impact we have on people's lives.
- Create a compelling narrative describing our impact and social value.

Strategic Objective 2

A Great Place to Work

Employees and volunteers will maximise their contributions to meet our mission.

WHAT WE WILL DO:

- Provide our employees the opportunity to develop their skills and talents.
- Embed an organisational approach to learning, personal and professional development.
- Place values at the centre of employee relationships.
- Develop a blended approach to work using technology as the propulsion.
- Involve our employees so that they are valued, informed and included.
- Enhance the health and wellbeing of our people.
- Deliver a welcoming and comprehensive induction programme.
- Celebrate the contribution and achievement of our employees.
- Maximise volunteering contributions and impact.
- Extend and promote our employee benefits.

Strategic Objective 3

A Fit for Purpose Organisation

Ensure long-term stability, sustainability and impact.

WHAT WE WILL DO:

- Promote diversity and inclusion and reach out to communities and groups that are disadvantaged.
- Demonstrate leadership in the sector and build strong alliances with those who share our ambitions, values and approach.
- Maintain a competitive business model that balances its costs and income.
- Generate and diversify income streams to create a strong, financially balanced organisation.
- Invest strategically to develop new approaches for long-term growth and the evolution of ideas.
- Maintain and enhance effective governance and leadership.
- Maintain compliance, manage risk and ensure robust safeguarding practice.
- Establish new premises and work spaces that transform service user and employee experience.
- Improve our use of technology to increase efficiency and improve services.
- Reduce our environmental impact.