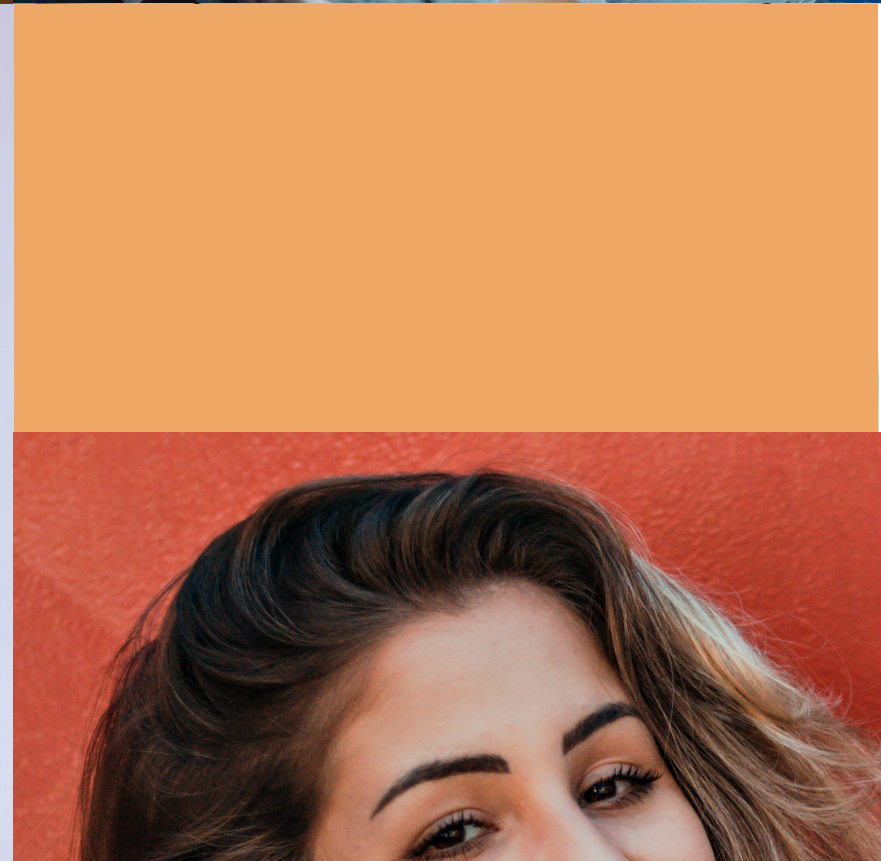




UNWIN HOUSE STRATEGY 2021-2026

April 2021



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Unwin House: Our Values

Honesty

We believe in being honest and transparent with our service users and stakeholders in everything we do.



Collaboration

We believe in collaborating effectively with all relevant parties and organisations, to provide the best support for our young people.



Quality

We are committed to providing a quality service for our young people and the communities that we work within.



Introduction

Our supported living services help young people to gain the life skills, experience, and confidence they need to become independent adults. Recent research conducted by the Department of Education suggests that young people are more likely than ever to be in need of our services.

Young people across the UK have faced a number of challenges over the last few years, with the Covid-19 pandemic affecting their access to jobs, education and social activities. This has had a tremendous impact on both their ability to gain future skills and their mental and physical health. Increasing rent prices and the cost of living, particularly within our major cities, has made it harder for vulnerable young people to find secure housing.

Our strategy over the next five years is to support and empower young people to reintegrate into communities, build skills to ready them for independent living and to help increase their access to education, apprenticeships, and jobs. This will be implemented through our House of Support approach, community integration and wider network of support. Our commitment to our mission and our unwavering belief in a future where all young people are supported and provided for, continues to drive our strategy, as we face these opportunities and challenges for the future head on, supporting, believing and achieving.

Mark Sead - Chief Executive Officer



Opportunities & Challenges

Looking Ahead 2021-2026



**National
Challenges**

**Sector
Changes**



Sector Changes

Our sector is undergoing rapid change as it moves from unregistered/unregulated status to a regulated and potentially registered sector under Ofsted. These changes present an opportunity for standardised levels of support across the industry.

National Challenges

Increasing numbers of young people in need of the support of semi-independent living services and educational and professional barriers for young people, compounded by the Covid-19 pandemic and its aftermath, present unique challenges for supported living services.



Opportunities & Challenges

New Regulations

The Department for Education's recent announcement that new national standards for semi-independent living services will soon be introduced provides a great opportunity for Unwin House to be recognised for the high standards and quality of support we provide, and to continually improve.

Expanding Need

Recent studies by the Department of Education have shown the number of young people using supported living services has more than doubled since 2015. We recognise the need to expand our provisions to accommodate the growing number of young people who need our services.

Post-Covid 19

The disruption caused by Covid-19 to our young peoples' education, apprenticeship and professional opportunities has been tremendous. We are committed to working to ensure that the gaps in opportunity, which all too often are already wider for our young people, begin to close.

Strategy Overview



Improving and growing our services.

Our strategy begins and ends with our mission to support young people. With this driving focus our strategy outlines our plans on how to achieve that mission over the next five years. We've focused on four key areas that we believe are essential to the improvement and growth of Unwin House.



Key Areas

The focus of our strategic development.



House of Support

At Unwin House, we understand the importance of engaging with stakeholders and communities to ensure our commitment to personalised support. Our House of Support model reflects our commitment to increasing engagement with stakeholders and integrating within our communities to provide a holistic support service.



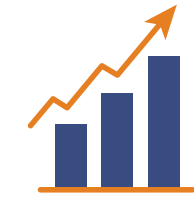
Continual Improvement

We believe that continual improvement is an essential element in the provision of supported living services. Our focus in the next five years, will be on identifying areas for improvement and working on enhancing our methods and services, working with Ofsted when the new regulations are announced to ensure we continue to offer the best service for our young people.



Staff Development

Our staff are the heart of our business, and at Unwin House, one of our main focuses is to ensure the training and development of staff, so that they can continue to provide quality support. Personal development plans will be implemented to identify and evaluate areas of additional training and both professional and personal development opportunities.



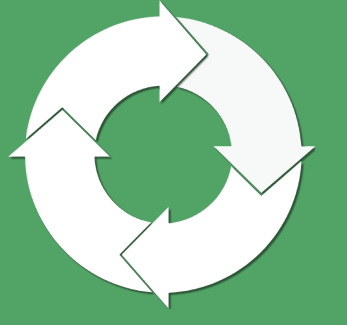
Expanding Services

Increasing need for supported living services throughout the UK has made expanding our services a key priority in the next five years. We will be opening more homes and supporting more young people as we continue to grow our business over the next five years, working with our stakeholders to identify areas of need.



House of Support

The House of Support is our unique model for providing person-centred support, aided by partnership working, engaged and informed staff and young people, and guided by Unwin House's policies and processes. This collaborative model will underpin the support work we do and provide a structured, tailored response to ensure better outcomes for our young people.



Continual Improvement

Our commitment to continual improvement will place improvement at the forefront of all areas of our work, as we move from an unregulated to regulated industry, whether it is reducing waste, streamlining processes, or updating ways of working to increase efficiency. We encourage feedback from our staff and service users, as well as our wider stakeholders to ensure we are always doing our best.



Staff Development

Support Workers and Home Managers for supported living services are often underrepresented in terms of training opportunities. We want to change this and ensure our staff feel confident in their skills to do their jobs. Our unique training programme encompasses a wide range of skills and learning to encourage our staff's professional development. We will work collaboratively with staff to develop personalised development plans.



Expanding Services

We plan to open a number of new homes in the next five years to continue our commitment to providing supported living services for young people. These homes will be chosen based on their ability to provide the right environment for young people to live and receive support. We will continue to identify areas of need and work with Local Authorities to ensure that young people have a place to call home.



Greater Engagement

Increased engagement with our stakeholders including our young people, their families, and the Local Authorities, as well as our stakeholders in the wider community will be a key measure of our strategy implementation. We will use social media metrics, correspondence data and look at the quality of our engagement to measure success.



Staff Satisfaction

We will measure the outcome of our continual improvement and staff development by tracking staff satisfaction through a number of qualitative and quantitative measures including surveys, feedback, appraisals, and staff retention rates.

Measuring Success

Better Outcomes

We will measure the success of our strategy on the outcomes experienced by our staff and young people. We want to see more of our young people feeling empowered, supported, and prepared to move on to independent living. We will use surveys, feedback forms and one-to-one conversations to measure our success.



New Homes

Our strategy for expanding our services to meet increasing demand will be measured by the number of new homes we can provide in the coming years. Our approach will be measured to ensure that we continue to provide our standards of excellence to every new home we offer.





Find out
more!



Got questions?

For more info, contact us at:
info@unwinhouse.com

[@unwinhouse](#)



Notes

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