



OVERARCHING STRATEGY

●●●2024-2027●●●

Incorporating the SFC Strategy 2020 – 2025 and the Strategy Refresh 2023 - 2025



THE PURPOSE OF OUR STRATEGY

The purpose of our overarching strategy is ultimately to improve the lives of family carers, who are at the heart of our vision and values. We will know we are successful because family carers will feel supported and valued, able to access support and services in many different formats from both Suffolk Family Carers and our wider partners. To achieve this, we will seek out and listen to family carers to ensure we continue to understand their needs. We will work with partners, funders, policy makers and businesses to elevate the cause and maximise our funding to deliver excellent services. We will improve our enabling actions to ensure that our people, resources and culture are highly skilled and well placed to deliver the strategy.



VISION

Working together to ensure that family carers are **visible, valued, supported and connected**

MISSION (CHARITABLE PURPOSE)

Suffolk Family Carers' charitable purpose is the promotion and protection of health and the relief of poverty, sickness and distress of family carers within the county of Suffolk and surrounding counties. This is achieved through the provision of information, mediation, practical help, support services, advocacy and education to family carers and their families. Suffolk Family Carers works with organisations and the wider population to ensure that family carers are visible and supported.

VALUES

Our values underpin all of our work at Suffolk Family Carers and form the key areas of focus for the overarching strategy. Our values are FAIR:

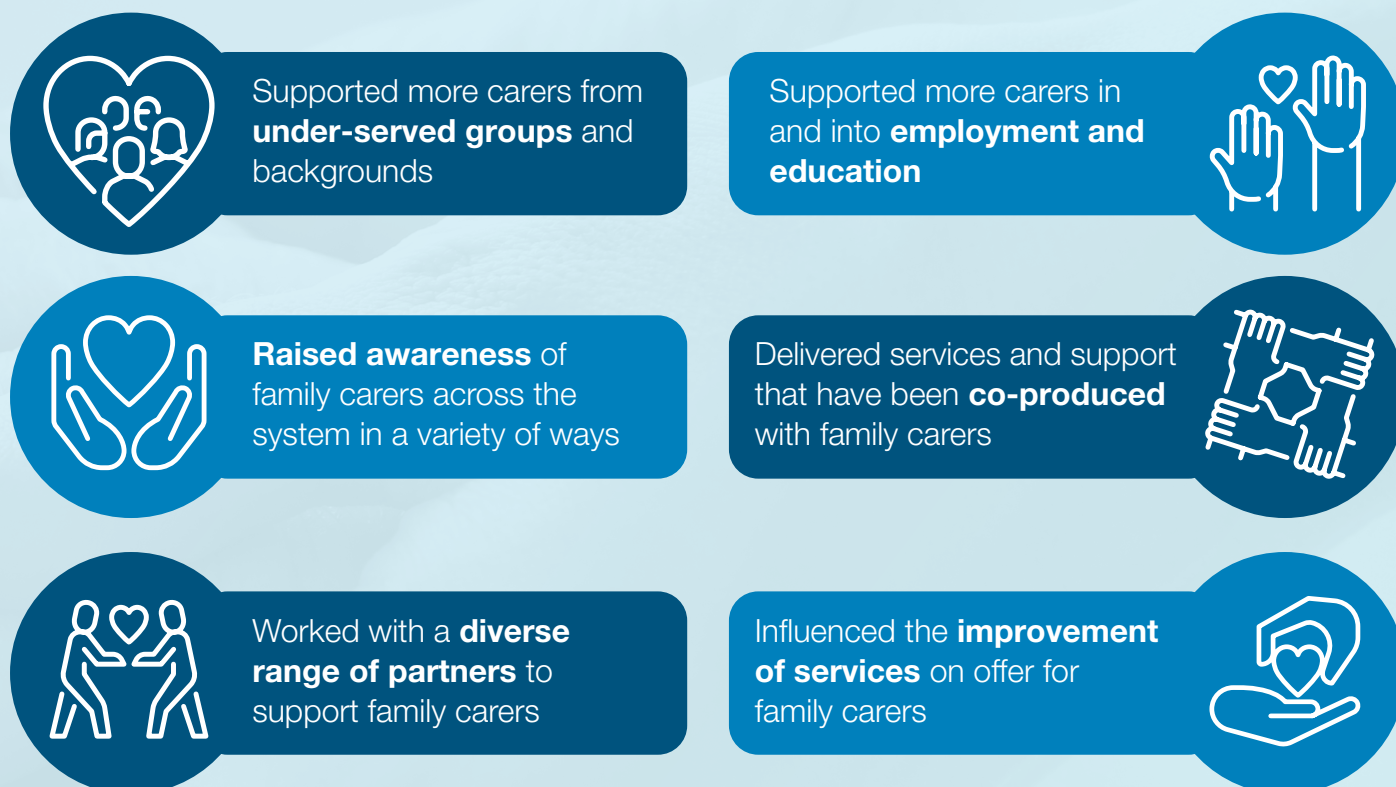


Family Carer Focus
Accountability
Integrity
Respect

FAMILY CARER FOCUS (OUR SERVICES)

We will enable and empower family carers from all backgrounds to understand their rights and access the information and support that they need. We will engage with our statutory partners, VCFSE partners and others to raise awareness of family carers.

By 2027 we will have:



To achieve this we will:

- Deliver our Under-served Communities action plan
- Increase the number of employer relationships and consortia
- Co-produce our services with family carers and ensure that we deliver on those plans (e.g. Strategy 2020 – 25 and refresh)
- Continue to work with family carers to identify new areas of need.
- Build on our strong partnerships with statutory and VCFSE to strengthen the system in terms of supporting family carers
- Successfully bid for appropriate statutory tenders related to services for family carers, as the provider of choice and voice of family carers

ACCOUNTABILITY, INTEGRITY AND RESPECT (OUR ENABLING ACTIONS)

To ensure that family carers receive high quality, timely support in a variety of formats, we will develop our culture, innovate and enhance our processes in order that our people (employees and volunteers) are able to be the best they can be. We will seek to secure diverse funding streams to support this work.

By 2027 we will have:



To achieve this we will:

- Develop our Funding Strategy and priorities (including our Corporate Partnership ambitions)
- Deliver our People Strategy
- Deliver our Volunteering Strategy
- Identify and secure local and national grant funding, to innovate, where this fits with our vision and values
- Develop corporate relationships with local businesses as per Funding Strategy targets
- Deliver our Finance Strategy
- Develop and implement a Digital Strategy
- Implement our Efficiencies Programme including our Environmental and Sustainability plan and Net Zero plans
- Monitor and evaluate our progress