

We are now preparing our third strategy in a series of four, under the “**Faith to Action**” theme. The first one in 2007 moved us towards a **human rights** framework, addressed some organisational shortcomings and improved the quality of our buildings and services. The second in 2014 coincided with our merger with CYC and dealt mostly with our culture, introducing supervision across the board, **servant leadership** and an emphasis on the individual through a **person centred** approach.

We recently sent out a survey across the organisation to evaluate **the impact of our 2014 plan**. Over 300 surveys were completed and the results were very positive showing over **90% satisfaction with our vision, mission and ethos**. 92% felt that we are working with those most in need and general high scoring 80% + was achieved for all of our objectives with the exception of connecting with the Archdiocese which went down to 69%. The vast majority of comments were positive, indicating that **the plan did indeed make a difference**.

We invited guest speakers to challenge us in different areas. Sr Stan challenged us to use our influence more by delivering **demonstration projects** that would find solutions for those in need. She said we need to find **our own income** to do this work and this would inevitably involve fundraising. Professor Eoin O’Sullivan from Trinity also challenged us to use our influence more. He said that **research** is the most effective way to change social policy. In the area of homelessness he urged us to work and try to do that really from the Wheel promoted the **communications plan** which strategy.

We spoke to our main affirming about the Our reputation is strong firmly in the area of **most in need and targeted work**. In the youth work area, the emphasis for funders is on using their funds where they will have most impact and they currently believe that this is with targeted work. They all stressed the importance of being able **to evidence our impact**.

We spoke with key personnel across the Archdiocese and got their feedback on our work and organisation. Again the responses were **very encouraging**. They see our work as the caring and practical face of the Archdiocese. They challenged us to **stay edgy and seek out those who are most isolated and in need**. They all would like to see more link being made with **parishes** where possible.

Every project in Crosscare held workshops and meetings to discuss the impact of our vision, mission, values and ethos. The overwhelming response was **positive**. A small number questioned the religious aspect of the ethos statement and the use of the word Love.

Projects also were asked to look at their own work and to seek feedback from their service users / young people as to how can this be improved. Service users were consistent in asking for more support around **social events, tackling loneliness, mental health issues and isolation**.

Finally, projects were asked to suggest areas where Crosscare could make a difference over the next five years. A wide range of responses were submitted but consistent themes included: **mental health and wellbeing, addiction, better use of our respite houses and improving our influencing ability to create social gain**.

