



# BIG

## AIMS 2024

 **ihavencare**  
making a difference

# About Us

## Who is Havencare?

Havencare is a registered charity. We focus on people and not profits. We need to make a surplus each year to sustain and develop our work.

We are committed to making a difference with people who have learning disabilities, autism, brain injuries, and other support needs, by providing homes and support that enable people to reach their potential.

We are purpose inspired, values-driven, and person-led.

## What does this mean?

### We are purpose-inspired

Our work is defined by vision and meaning, rather than “roles and stuff”.

### We are values-driven

We live our values, working with a deep sense of purpose.

### We are person-led

People are not only the centre of our purpose, they lead our journey.

## The money bit

### No profits, just surplus

There are no shareholders or other people benefiting if we make more money than we spend.

### What happens to surpluses?

We try to make more money than we spend to invest in achieving our big aims and have reserves saved for things like unexpected costs, difficult times.



## Our Purpose

Making a difference with people who have learning disabilities and autism.

## Our Vision

People lead their life through opportunity and choice.

## Our Mission

Providing homes and support that enable people to reach their potential.

# Our Values

Our values flow through every decision we make and every action we take.

## Transparency

Trust is built on telling the truth.

## Engagement

Treat people like they make a difference, and they will.

## Quality

Don't just do it, do it well.

# Our History

1987

Our charity was established in November 1987. At that time Havencare (Plymouth) Limited was born to create community residential services in Plymouth and Devon with a forward-thinking view that the hospital model of support for people with learning disabilities was not the future.

1990s

Throughout the 1990s and early 2000s we had 8 residential services. We then started to support people as tenants in their own homes ("Supported Living").

2000s

Fast forward through 2000s to 2010s, and we only had 3 residential services remaining, with a further 31 people in supported living, across Plymouth and Devon.

2011

In 2011, we wanted to reach Cornwall and changed our name to Havencare (South West) Limited.

2015

From 2015 onwards our presence in Cornwall was well established and really gathered pace.

2020

Rolling on to 2020 and, as the COVID pandemic hit, we merged with Brook Housing, a small local housing charity, and together we became Havencare Homes and Support Limited. We navigated the pandemic and were recognised for our responsive approach.

2023

In 2023 we successfully closed our last remaining residential service. Every person choosing Havencare has their own home with their own tenancy, and separate personalised support ("supported living"). We have digitised with modern, responsive, and effective technology.

TODAY

Today, Havencare proudly provides homes and support to over 100 people across Devon and Cornwall. To keep developing our quality as we reach more people, we have regionalised our services to make sure we think local and act personal. Our people strategy pillars and pledges align us to our values-driven, person led culture. Our purpose-inspired big aims focus us on making a difference today and in the future.

# Big Aims & Objectives

Big Aim



A home that is right for you



Support for the life you choose



Every person matters

Objective

Become a Registered Provider (RP) of housing

Evidence outstanding person-led support

Reach more people

Demonstrate our people pledges in our practice



## A home that is right for you

**People find homes that meet their wants and needs.**

People we support who cannot rent on the private market or afford to buy, have opportunity to find a home that is right for them.

Havencare will become a Registered Provider (RP) of housing to improve local housing options for people who find it hard to keep themselves safe at home.



## Support for the life you choose

**People lead their lives through opportunity and choice.**

Safe existence is not enough. We see people for their strengths and future potential, not their labels or history. Behaviour is communication, so we listen hard, act with care, and find just the right support.

Havencare will evidence outstanding person-led support, promoting self-advocacy and personalisation, and reach more people to fulfil our charity's purpose.



## Every person matters

**People choose Havencare for their career and are proud to be part of our charity.**

Outstanding staff stay, sharing their pride and positive experiences, recommending Havencare to friends and family.

Havencare will transform our people pledges into practice by committing to our principle that the decisions, actions, and approach of every person matters... every time.





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