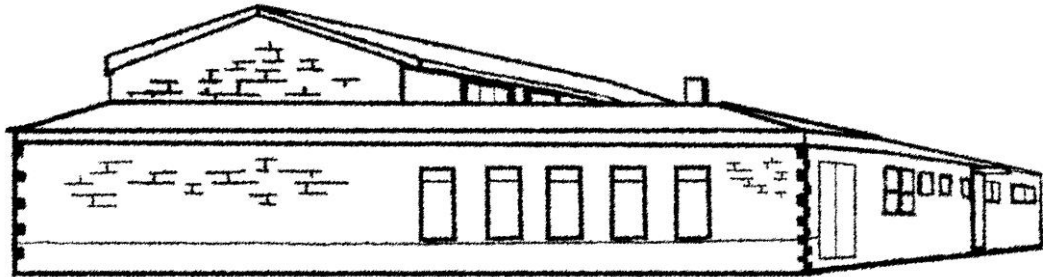


# HANHAM COMMUNITY CENTRE

Registered Charity No 1152575

A Charitable Incorporated Organisation (CIO)



## Strategic Plan

Version: 7.0

**Last Amended: Sept 2023**

118-124 High St  
Hanham  
Bristol  
South Glouc BS15 3EJ  
[www.hanhamcentre.org](http://www.hanhamcentre.org)

*Our Mission is to provide a Clean, Safe and Welcoming venue to the community, which through its Facilities and Activities shall allow people to Learn, Develop Skills, Socialise and gain Friendships.*

## Change Record

Date	Change	Version	Author
Jan 2008	Initial draft	0.1A	K M Lawrence
Apr 08	Approved version	1.0	K M Lawrence
May 10	Updated	2.0	K M Lawrence
Apr 12	Updated	3.0	K M Lawrence
June 13	Updated	4.0	K M Lawrence
July 16	Updated	5.0	K M Lawrence
July 17	Updated	6.0	K M Lawrence
Sept 23	Updated	7.0	K M Lawrence

# Strategic Plan

## [1] Our Mission (*Why we exist*)

“To provide a clean, safe and welcoming venue for the community which through its facilities and activities allows people to learn and develop skills, socialise and gain friendships”.

## [2] Our Values (*What’s important to us*)

- We; Put customers **first**, Take **pride** in what we do, **Respect** others, **Strive** to be the best, and Act with **integrity**
- We recognise and value the commitment and hard work by our volunteers & staff
- We are open to constructive criticism and to suggestions for improvement

## [3] Our Vision (*What we want to be*)

“To be a welcoming, community focused organisation; providing a place where people can flourish and enhance the community. We see a future that is sustainable, well managed and developing; through a family focused centre which is available-when-wanted, thriving, and well utilised; and provides the facilities and activities that are needed”.

## [4] Our Strategy (*Our Game Plan*)

- “Through better Resource Management and a focus on Working Together, increasing usage and better Enabling Processes we can improve delivery and User/Customer benefits”.
- Our current Strategy is to:

**“Drive greater utilisation and better resource management”**

## [5] Strategy Map (*Translating the Strategy*)



Strategy Map					Key Objectives
<b>Customer Benefits</b>					- Advertise Services - Modernise Building - Communicate Vision - Focus on key facilities - Improve Processes - Meet user needs - Develop new Users - Measure Usage - Share Vision & Values - Common Purpose - Engage with Parish Council - Apply for Grants - Improve utilisation - Monitor & reduce Costs - Recruit good people
Range of services & activities	Clean, safe, warm & secure	Interaction & communicate – explore needs	Modern Premises	Build community Relations	
<b>Enabling Processes</b>					
Improve Int Processes	Widen appeal & retain clients	Customer focused staff	Develop new services	Share & measure common goals & Info.	
<b>Working Together</b>					
Meet regularly to discuss progress	Communicate Regularly	Share Vision	Improve admin & planning process		
<b>Resource Management</b>					
Surplus income	Grant Funding	Increase utilisation	Recruit skilled staff & volunteers		

[5a] Our Strategic Aims and Services (*Translating the Strategy*)

<b>The Cornerstones our Services</b>	
<p><b><u>TO PARTICIPATE</u></b> <b>Activities where the community/public can come and participate</b></p> <p>Table Top &amp; Craft Fayres, Art Exhibitions &amp; Entertainment Plays, Pantos and other shows, community meetings, and being a Trustee or Volunteer</p>	<p><b><u>TO SUPPORT OTHERS</u></b> <b>Activities that offer support to the community and those who need us</b></p> <p>Coffee Mornings, History etc</p>
<p><b><u>TO SHARE INTERESTS</u></b> <b>A place to share interests, interact and learn from others</b></p> <p>Short Mat Bowls &amp; Line Dance, Bridge, Cricket &amp; Tennis, Snooker, Chess &amp; Drama, Art Classes, Dance Classes &amp; Keep Fit, Crafts, and the lounge bar – pool, TV, darts</p>	<p><b><u>TO MARK LIFE EVENTS</u></b> <b>A place where people can meet with their friends and mark and celebrate life's events</b></p> <p>Births, Birthdays, Engagements, Weddings, Anniversaries, Funeral Receptions, Family Parties and Children's Parties etc.</p>

[5b] Improvement and Maintenance Programmes (*Translating the Strategy*)

The Trustees have an annual Improvement and Maintenance Programmes aligned to the centres financial position.