

Shelter

Cymru



Our 2020 Vision – the next six years

Shelter Cymru is Wales's people and homes charity.

People have always been at the heart of everything we do and we will continue to be driven by our founding belief that everyone in Wales has the right to a decent, secure home.

Over the next six years, we want to support more people but we also want more people to support us, through campaigning, volunteering, fundraising, or regular giving.

We will achieve this by:

- Building a core foundation service and increasing our frontline services
- Leading a mass movement to campaign for decent homes
- Achieving far greater financial independence
- Establishing a more enterprising culture across the charity

More services helping more people

We will increase the number of people we help by 50 per cent by 2020.

We will establish a core foundation service utilising a range of methods of providing advice and support.

We will maximise financial support for our services by increasing our grants and contract success.

We will introduce new initiatives to increase the security and quality of the private rented sector.



Building a popular movement

We will build an active campaign supporter network to develop a mass movement for change, and establish structures to ensure we remain accountable to our supporters.

We will continue to develop service user led projects, placing people at the heart of our work.

We will lead campaigns that resonate with the Welsh public.

We will lobby to increase housing rights and work in partnership with others to build a stronger voice that will lead to improved policies, practices, and cultures.



Greater financial independence

We will help more people by securing increased financial independence and grow our fundraising income to one million pounds annually.

We will increase the number of our supporters to 10,000 by 2020.

We will strengthen relationships with our supporters to encourage commitment to Shelter Cymru.



A more enterprising culture

We will ensure that income is reinvested for growth to help more people.

We will ensure an efficient use of resources and maximisation of income across the organisation.

We will invest in the charity's governance, leadership, and technology to ensure that staff are supported and empowered to give their best and that our work practices are cost-effective.

We will secure funds and deliver services in partnership with other organisations where appropriate and effective.



We'd love to hear from you

We want everyone in Wales to have a decent home.

We work for people in housing need by providing free, confidential and independent housing advice.

For more information visit our website
sheltercymru.org.uk/get-advice

For urgent housing problems call our advice and support line on
0845 075 5005

Lines are open
9am-5pm Monday-Friday

Our advisers can:

- give you immediate, practical assistance
- explain your rights
- offer advice and guidance
- suggest specialist or local support services to help you longer term.

Our vision

Our vision is that everyone in Wales should have a decent home. We believe that a home is a fundamental right and essential to the health and well-being of people and communities.

Our mission

Shelter Cymru's mission is to improve people's lives through our advice and support services and through training, education and information work.

Through our policy, research, campaigning and lobbying, we will help overcome the barriers that stand in the way of people in Wales having a decent affordable home.

Our values

Be independent and not compromised in any aspect of our work with people in housing need.

Work as equals with people in housing need, respect their needs, and help them to take control of their lives.

Constructively challenge to ensure people are properly assisted and to improve good practice.

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