## Strategy Summary 2023/24

## **Vision & Mission**

The Norfolk and Norwich SEND Association (Nansa) offer a range of specialist provision, for people of all ages living with, or caring for others with, special educational needs and/or disabilities (SEND). In addition, Nansa also facilitates a range of projects that promote inclusion, advocacy, participation, accessibility, and awareness of/for not only those with SEND, but a wider community of neurologically diverse individuals, who may feel excluded, marginalised, or unsupported because of social, behavioural, and/or developmental differences.

Nansa will promote and embrace partnerships with other providers and agencies throughout Norfolk to associatively and collaboratively: be ambassadors for inclusion, empower people with SEND to achieve their goals, open doors to opportunities, develop and support personal growth, challenge assumptions, and encourage aspirations, facilitate the advocacy and participation of those we support, and promote the inclusion of those with neurological/developmental differences countywide.

GOALS

Short Term Actions and Tactics **ACTIONS** 

	People Staff and Vol		Fundraising, and Partr		Support for Young	Adults and People	Support for and Fa		Retail, Trac Social En	•	Finance, Support, Ga		Health 8 and Safe	•
	Learning and Deverger, CPD, career	-	Community (The Visible Increased F income (core/ Corporate P inc. value of r	e Project) undraising unrestricted) artnerships	esp. Train Increased C for young p Communit	Dccupancy and Trade Opportunities eople 16-24 y Provision wn premises	Secure/Sustai  NHS ICB /  Geographi countywide/ Community outside of ov	NCC etc ic Growth community r Provision	Beneficiary O across all area Geographi countywide Increased across all	as of trading ic Growth and online	Policies, Proce e.g., EDI, ER Financial I budget, con	G, reward, Efficiency	review H&S Safeguarding review SG	framework Accountability
			Visible Festival 2	Brand across charity (online and premises)	Increasingly offer support countywide	Secure more funding for DOTM / Link Up	Increasingly offer support countywide	Secure funding for SENfam (and growth)	Increase online income and capacity	Acquire new sites outside of Norwich	Review policies and procedures e.g., handbook	Review controls e.g., signatories	Review policies and procedures e.g., handbook	Responsible people have the right training
			Increase fundraising events	Outsource of general funding appeals	Consider other support (not building based)	Focus on occupancy across TT	Agree/secure funding for Steps & Stages	Updated resources and literature	TT opportunities across all trading venues	Implement schemes to increase sales		Review/update framework e.g., risk register	Fire safety reviewed	Risk assessments reviewed
-	Action C	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time
	Complete DBS training and review process	AW End-23	Signage to be updated at AC	LKS/MM/ AL/SH Mar-24	Amalgamate Retail and TT	AL/MD/AW 2023	Decision MCF application for SENfam	MCF Dec-23	Sale of Kabin Road	AL Mar-24	Update Mem & Arts (constitution)	TRUSTEEES Apr-24	Migrate Fire Safety Management	HSFG 2024
	Volunteer Plan across Depts.	SMT Mar-24	Visible Festival FIRST Plan Meet	LKS/MM/AL Jan-24	Appoint cleaning firm fo	r MD/JCK Jan-24	Meet with ICB to discuss Steps & Stages 2024	LKS/AG Jan-24	Acquire new shop(s) outside o	of 2024	Settle loan balance	2024	Attend NEBOSI training	H LKS/AW Jan-24
	Review of		Christmas								Review and			

iew literature

LKS/MM/FB

Jan-24

LKS/MM Mar-24

review process	End-23	
Volunteer Plan across Depts.	SMT Mar-24	
Review of rewards and benefits	LKS/AW Mar-24	
Review pay-levels and agree 2024 org. uplift	HR SUB End-24	

LKS/MM/AL Jan-24
MM Dec-23
LKS/MM Mar-24
LKS/MM/AL 2024
LKS/MM Jan-24
LKS/MM

cleaning firm for AC	MD/JCK Jan-24	discuss Steps & Stages 2024
Increase TT Occupancy	MD Until FULL	Plan for Virtual Sleep Workshops
Secure DOTM funding	LKS/SH	Review literature across CFS
Achieve NatLot DOTM Targets	SH Mar-24	
DRAGONS New site	SH/LKS 2024	
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Acquire new shop(s) outside of Norwich	2024
Give Extra Schemes (e.g, £1)	AL 2024
Facilitate Mystery Shopping	AL/LS 2024
Amalgamate Retail and TT	AL/MD/AW 2023
Acquisition Meeting/Staffing	AL/MD/ AW/LKS Jan-23
Expand Online Inc. TT	SMT 2024

(constitution)	Apr-24	
Settle loan balance	2024	
Review and implement new induction process	AW/JD End-2023	
Review Business Continuity Plan	SMT 2024	

training	Jan-24
Provide flows for safeguarding	LKS/MD/EF Apr-2024
Review all risk assessments	HSFG Mar-24
Deliver safeguarding workshops	LKS Mar-2024
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## Strategy Summary 2023/24

People Staff and Volunteers Fundraising, Awareness and Partnerships

Support for Adults and Young People

Support for Children and Families

Retail, Trading and Social Enterprise

Finance, Business Support, Governance Health & Safety, and Safeguarding

Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time	Action	Owner/Time
		Share info with Felton (FF) to do appeals	LKS/MM Dec-23			Launch Steps & Stages	LKS/AG Sep-23	Appoint cleaner at SLR	AL End-23	Complete Risk Register	LKS/AW Audit 2023	Attend IOSH training	MD/AL End-23
								Monthly Meetings (sales & income)	AW/AL Oct-23			Set up Health and Safety Focus Group (HSFG)	SMT End-23
								Christmas Stars 2023	LKS/AL Nov-23				
			•		•				•				•