

ABOUT FOUR SQUARE

Four Square Scotland is an Edinburgh charity working for more than 40 years to prevent homelessness and promote inclusion. We provide services directly to people who are homeless, or who are at risk of homelessness; and we have social enterprise, which provide independent income for our charity as well as volunteering and training opportunities for those who use our services.

Our vision

Everyone has the opportunity to have a home and a place in their community.

Our mission

We will support people who are homeless, or who are at risk of homelessness to overcome any barriers they may face in creating a stable life for themselves in their community.

Our values

At the core of Four Square are the values upon which the organisation is based. These are equally applied to the people we support, our colleagues and our partners and are:

- Integrity
- Excellence
- Dignity
- Support

Our services

Employing over 100 staff, Four Square focusses its work around four distinct parts: accommodation; advocacy and advice; learning and employability; and social enterprise. As of August 2019 Four Square offers the following services:

Accommodation

- Stopover – 16 bedded hostel for young people aged 16-25
- Number 20 – 6 bedded hostel for young vulnerable women aged 16-25
- Keymoves – 20 bedded hostel for women who are victims / survivors of domestic abuse
- Training flats – 18 supported living flats for young people 16-25

Support and advice

- Edinburgh Housing Advice Partnership – East of Edinburgh housing advice
- PHASE – Advice for those detained in HMP Edinburgh from Borders and the Lothians
- Visiting Support – West of Edinburgh tenancy support
- Woman Zone – advice and advocacy for women in recovery who have experienced domestic abuse
- Follow-on – early tenancy support for women leaving our refuge

Learning and employability

- Springboard – course based learning and employability support for people 25+

Social Enterprise

- Edinburgh Furniture Initiative, Canonmills
- Edinburgh Furniture Initiative, Sighthill
- HMP Edinburgh, Prison Officer's Café

Our approach

A set of principles govern the way we work. These will change with the organisation as it matures and develops, but for the moment they are:

- **There is always a way**

We want to find a way to say yes. This means we won't tell someone something isn't our job. We will always help as much as we can.

- **Evidence informed practice**

We will use the information we collect and enhance it with other information we need to make sure our services and support are the best they can be.

- **Collaboration and partnership**

We can't do all this on our own, we need to work with others and we will communicate and collaborate with colleagues and work to make partnership a success.

- **Person centred**

We will work alongside people and support them. We are all experts in our own lives and we will respect the views and wishes of those we support and try and see the world from their perspective.

- **Innovation**

We do not get better by doing the same things. We will give our staff the courage to try something new, recognising that all learning is valuable.

- **Learning**

We will support our staff to learn through training and experience and from the people they support.

- **Digital first**

We will become a digital organisation recognising the huge benefits and efficiencies of using IT and digital technologies to both our workforce and the people we support.

Strategic objectives

The strategic objectives we have set out will guide us through the next five years. These strategic objectives will underpin everything we do; and everything we do will be in order to achieve these objectives.

STRATEGIC OBJECTIVES

Strategic objective 1 - Invest in our people

We will listen to the people who use our services and invest in the people who deliver them, making sure they have the skills and confidence they need to provide an excellent service.

Strategic objective 2 – Invest in our organisation

We will modernise and digitalise our organisation to increase its efficiency and effectiveness.

Strategic objective 3 – Our unique approach

We will develop our own unique approach to supporting people, based on our holistic offering of support.

Strategic objective 4 – Provide beautiful homes

We will invest in beautiful accommodation for people who need it.

Strategic objective 5 – Financial resilience

We will become financially resilient and expand our portfolio of funders and extend our income streams.

Strategic objective 6 – Add value to people's lives

We will add real and meaningful value to the lives of the people we support.