

# Mission, Meaning and Money

**Tim Gutteridge**

**Shelter**

**The National Campaign for Homeless People**

Shelter

er

# the national emergency

**4,750**

people

sleep on the streets on any given night.

**6 million**

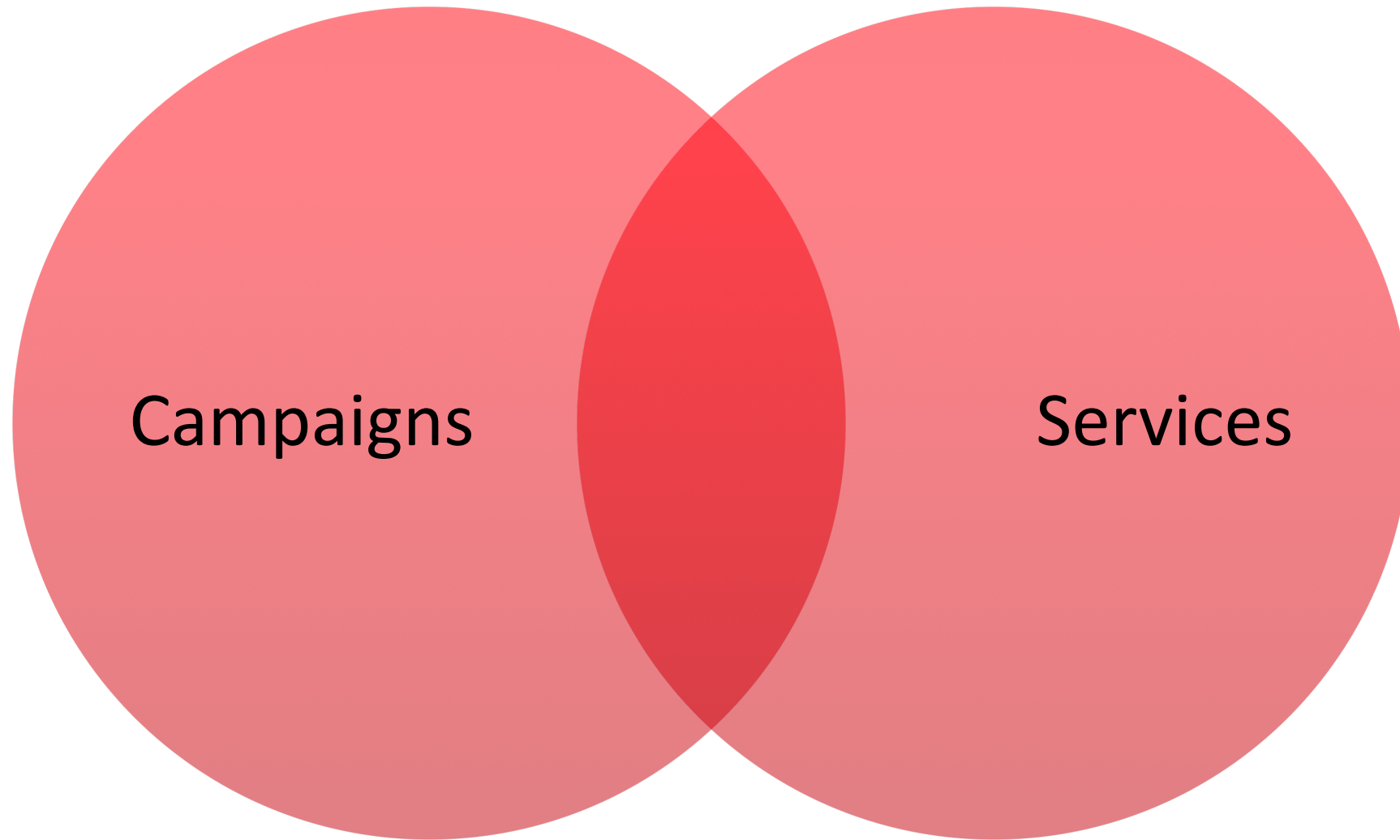
households

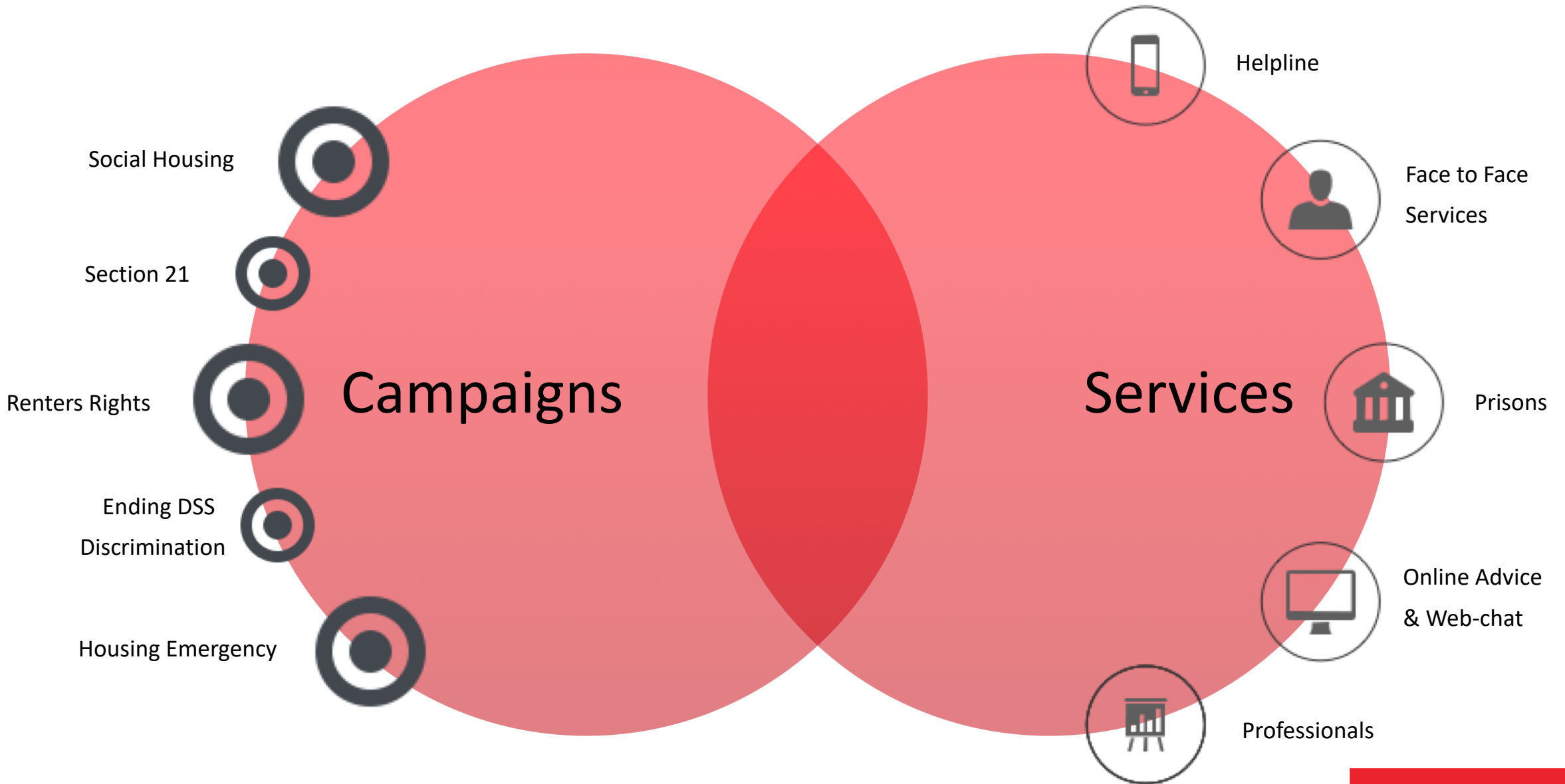
are denied the right to a safe home, or  
are threatened with losing it.

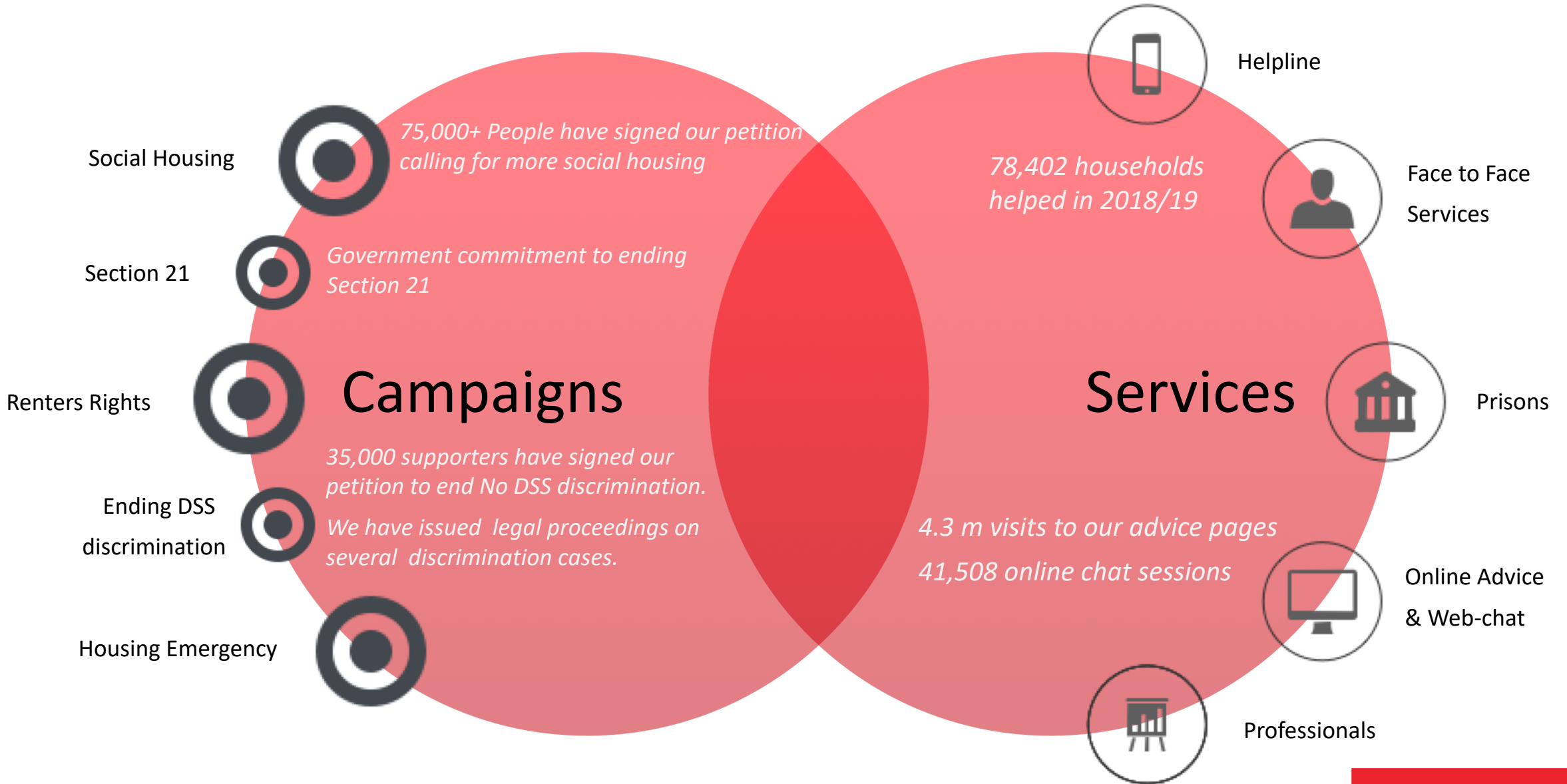
**90,000**

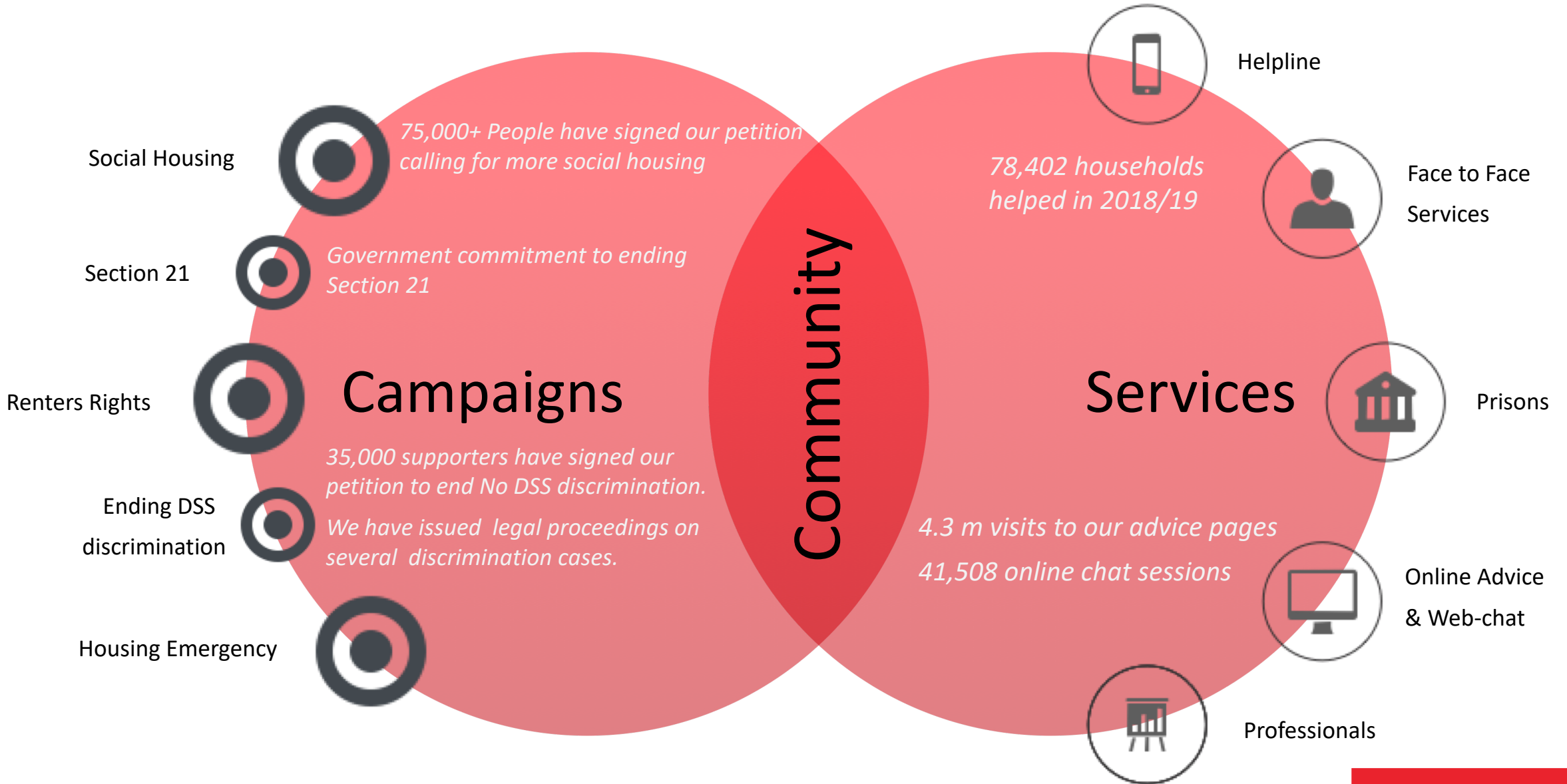
households

are stuck in unsuitable temporary  
accommodation, such as homeless  
hostels. This a rise of 38% in the last five  
years.







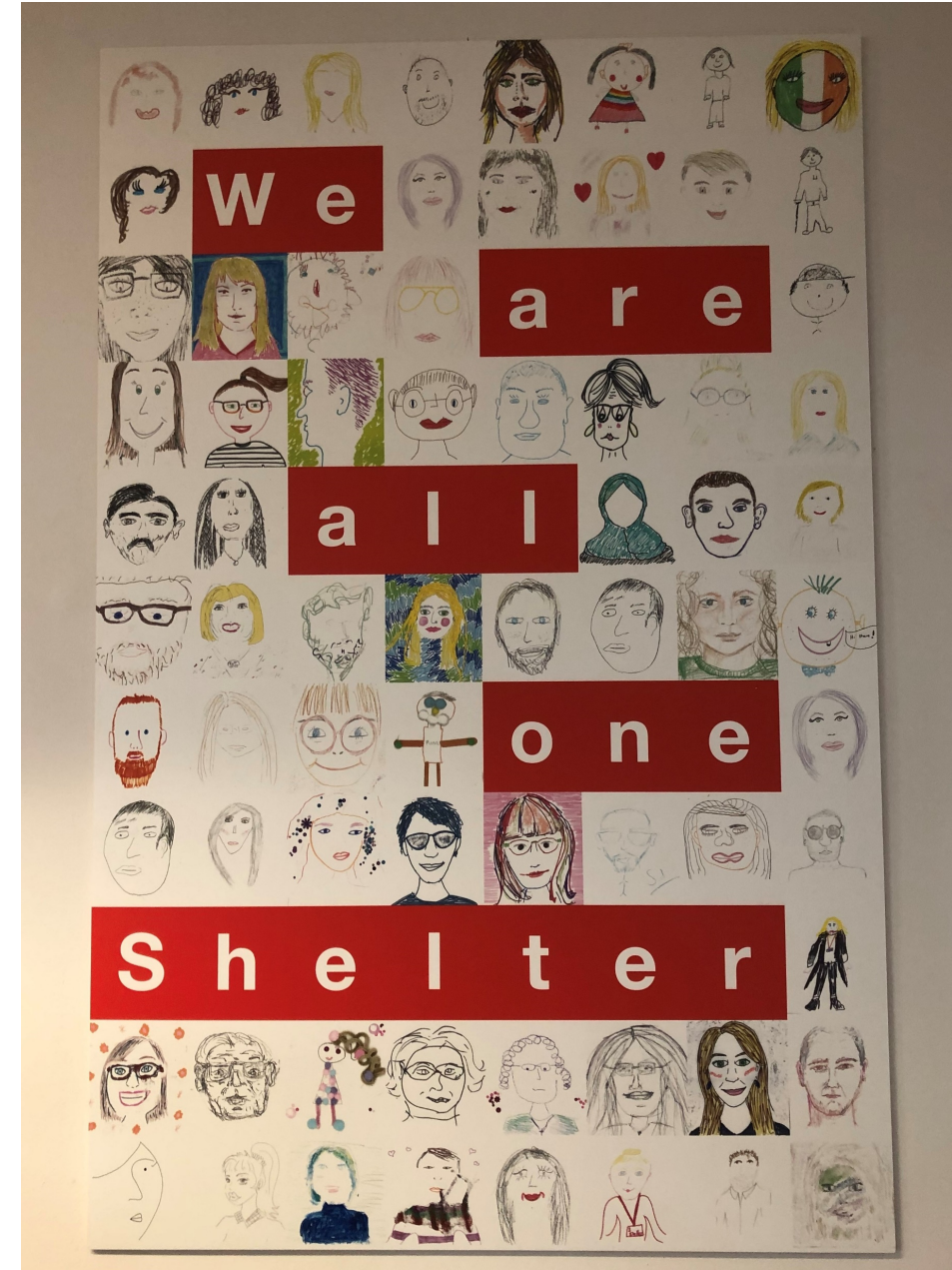


# Purpose first:

## Shelter exists to defend the right to a safe home

### Mantras:

- Our enemy is social injustice
- We say what we believe
- We only do what meets our purpose
- We are all one Shelter
- Shelter will change the country



# Improve Ways of working

- Strategic Development Workshops
- Team Charter
- Directorate Huddles
- Team Meetings
- 'TED' Talks
- Performance Standards



# Change Perception

- Transformers launch video
- Simplified comms for non-financial staff
- Updated training for all stakeholders
- 'back-office' staff required to visit front-line.



The finance team explain the transformation project (dressed as Transformers!)

# Challenges

**Mismatch between new approach and our existing systems/ processes:**

- **Systems have not changed as much as required**
- **Clunky processes remain**

**Need to resource the change and don't stop until you've delivered.**



**IT'S  
ALL  
ABOUT  
PEOPLE**

**IT'S  
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**BUT DONT  
FORGET THE  
PROCESSES  
THAT SUPPORT  
THEM**

Shelter