

VISION

An inclusive Exeter with thriving, interconnected communities

MISSION

Provide safe and welcoming community spaces and opportunities for people from different backgrounds to connect, engage and grow

VALUES

Inclusion · Empowerment · Respect · Equity · Sustainability · Compassion

AMBITION To be a community anchor organisation — a trusted space, that leads the way in shaping what an inclusive, welcoming and connected city looks like.

WE DO THIS THROUGH Volunteering · Cafe · Bakery · Garden · Wellbeing support · ESOL · Community space & room hire

DEEPEN BELONGING

- Foster peer support, friendships and mutual aid
- Celebrate and reflect the diversity of our community
- Genuinely open to all (remove barriers)
- Reach people not yet through the door
- Reduce polarisation
- Active anti-oppression practices

BUILD AUTONOMY

- Clear volunteer pathways with real progression opportunities within and beyond the centre
- Learning and skills development embedded in everyday community life
- Individual empowerment not reliance on long-term support from community centre

GROW RESILIENCE

- Growth in preventative, peer-led approaches
- Support grassroots and other community groups
- Build peer support networks across the centre
- Foster mutual aid
- Uplift and empower communities

PEOPLE & CULTURE

A skilled, supported staff and volunteer team that reflects our values and the diversity of Exeter

- Inclusive recruitment across volunteers, trustees, staff
- Values embedded across the organisation including organisational structures
- Volunteer pathways
- Staff and volunteer wellbeing, boundaries and peer support
- Shared understanding and connection across the whole centre

STRUCTURE & WAYS OF WORKING

Clear processes and confident decision-making that free us to focus on what matters

- Decision-making framework for new opportunities
- Clear remit, boundaries and processes for each project area
- Meaningful and practical impact measurement
- Governance, trustee development
- Up to date digital systems – making tech work for us.

FINANCIAL SUSTAINABILITY

A resilient, diversified funding base that keeps us affordable and grows our reserves

- Grow earned income across cafe, bakery, room hire and catering
- Increase organisational expertise in income generation
- Develop partnerships and corporate volunteering income streams
- Keep participation affordable and space accessible to all: don't allow financial goals to get in the way of this.

VISIBILITY & VOICE

Known, trusted and influential

- Clear, consistent identity and marketing for the whole centre
- Storytelling that shares the experiences of our community
- Partnerships with other Exeter and Devon organisations
- Advocacy on behalf of those we serve

ENVIRONMENTAL SUSTAINABILITY

Responsible environmental stewards

- Net zero plan with clear timeframe and milestones
- Sustainability embedded across all project areas
- Biodiversity, food growing and climate education in the garden is connected to our other work
- Ethical sourcing and waste reduction policies are coherent across our organisation

OUR SPACES

A beautiful, welcoming and well-maintained space

- Capital investment in the existing building and facilities
- Accessible, flexible spaces that work for everyone
- A space that feels cared for, considered and community-owned and embraces creativity
- Garden and indoor areas that support wellbeing