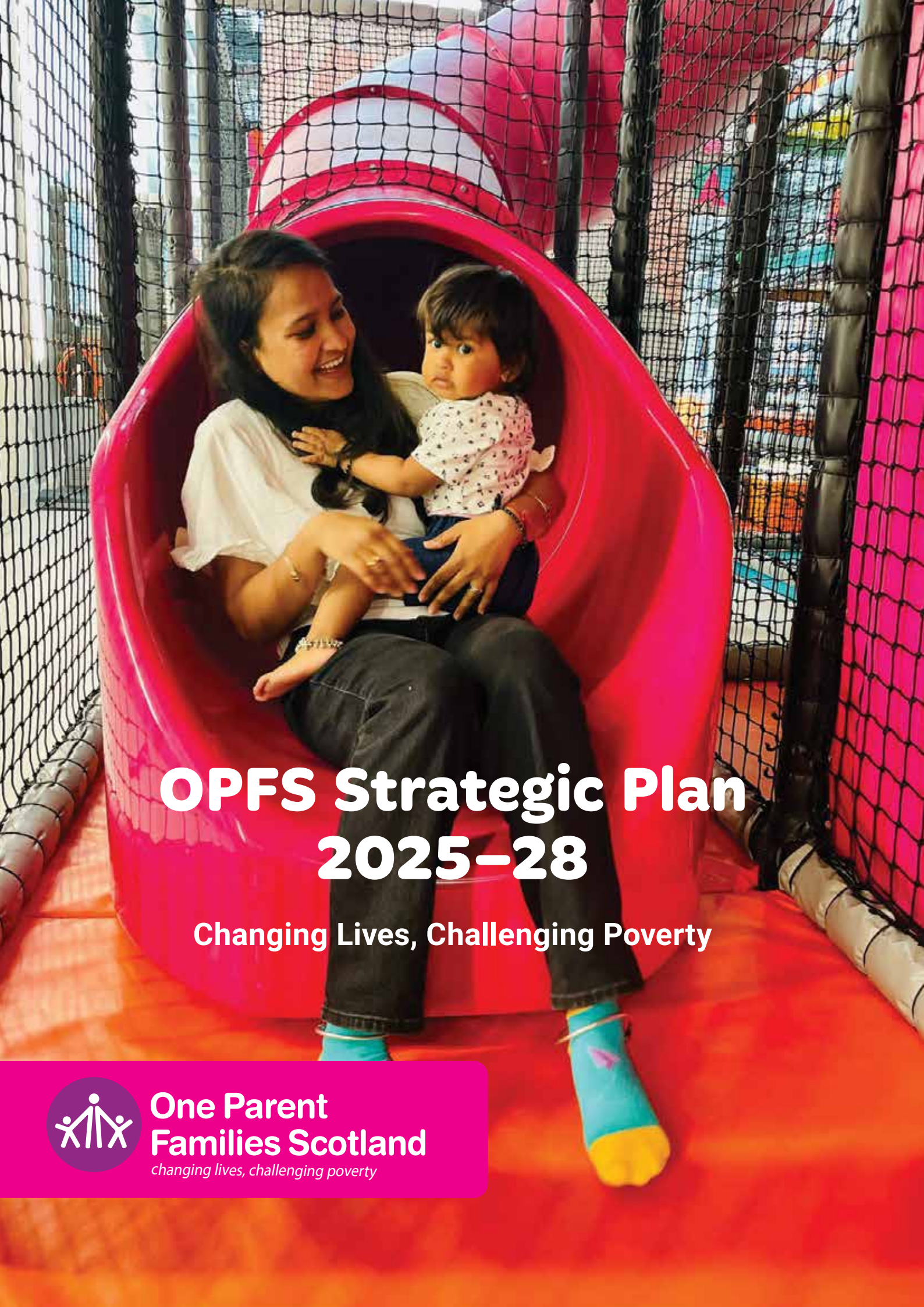


A woman with long dark hair, wearing a white t-shirt and dark jeans, is sitting in a large red inflatable slide. She is holding a young child with dark hair, wearing a white patterned shirt and blue pants. The child is looking towards the camera. The slide is surrounded by a black safety net. The background shows other colorful slides and structures in a playground setting.

OPFS Strategic Plan 2025–28

Changing Lives, Challenging Poverty



**One Parent
Families Scotland**

changing lives, challenging poverty

Introduction

How do we describe ourselves?

One Parent Families Scotland is the national organisation for single parent families. We empower single parents with the right advice and information; enable parents to access training, employment and education and support family wellbeing. We also campaign to reduce child poverty and inequality.

We **change lives** through our national services and family hubs in six local areas which reach thousands of single parent families each year. OPFS works to see structural and systemic change alongside single parents who are experts in their dual role of caregiving and providing for their children.

We embrace an intersectional approach, recognising most single parents are women and that many racially minoritised, disabled and young single parents encounter numerous structural barriers to accessing essential services and opportunities. Standing alongside single parents we will **challenge child poverty** and campaign to break down barriers and create a fairer, more equal and inclusive society.



Our Vision

Our vision is of a Scotland where single parent families are celebrated in all their diversity, are treated fairly and live free from discrimination and poverty.

Our Mission

Our mission is to amplify the voices of single parent families in their unique role as sole carers and providers and together challenge stigma, poverty and inequality to achieve change.

Our Strategic Objectives

We will:

1. **Support** single parents to build on their strengths and attributes to achieve their goals.
2. **Strengthen** Single Parent Families' wellbeing enabling children to be happy and thrive.
3. **Influence** policies to eradicate child poverty taking an intersectional, equalities approach to policy making.
4. **Involve** single parents, experts by experience, to co-produce OPFS services & policy priorities.
5. **Challenge** societal attitudes and behaviours to fully support and respect single parent families.

Outcomes

Single Parents:

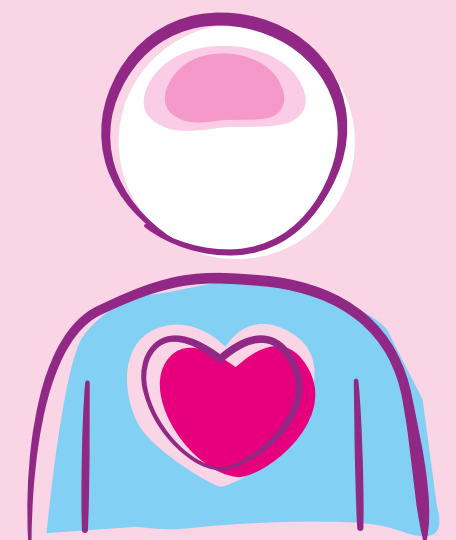
- Know their rights and can access those rights.
- Contribution to society is celebrated and recognised.
- Have a standard of living above the Minimum Income Standard.
- Experience stronger family wellbeing.
- Have a powerful voice in shaping services and policies.



OPFS Values

Our values are the **principles or standards** that we consider **important in life**. They shape behaviour, decisions, and guide our actions. Our OPFS values are:

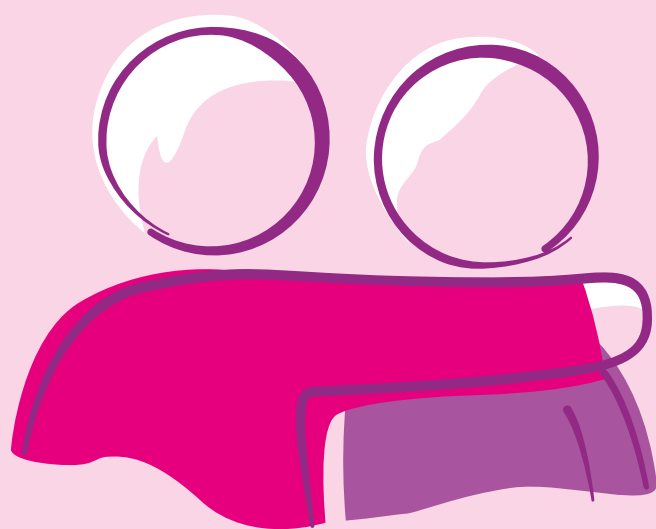
- **Trust:** Trusting that people will work to the best of their ability, while ensuring the best interests of others are central.
- **Equity:** Everyone getting what they need, tackling inequalities in the here and now.
- **Justice:** Always keeping the scales of justice in balance, avoiding inequalities in the future.
- **Collaboration:** Working together and focusing on solutions.
- **Compassion:** Recognising the challenges others face and then taking action to help.



OPFS Ethos

OPFS strives to be a socially ethical charity which prioritises single parent families, which operates with integrity, promotes openness, ensures the safety of colleagues & parents, champions our values, and works toward inclusion and equality. Our ethos reflects a commitment to making a positive difference while upholding ethical standards.

Our ethos shapes our **culture, mission, and vision**. It defines the collective identity, personality, and reputation of our organisation. It includes not only our values but also **reputation, credibility, and trustworthiness**.



Our ethos has eight key principles that guide OPFS actions and behaviour.

1. **Single Parent Participation:** We work alongside single parents by amplifying their voices in challenging judgemental attitudes and systemic discrimination. We also work with them to create and implement services tailored to their unique challenges.
2. **Integrity:** We aim to operate with integrity, ensuring transparency, honesty, and accountability. We avoid any practices that compromise our mission or harm single parent families.
3. **Openness:** We are open in our communication and decision-making processes. We share information about our work, finances, and impact with stakeholders, fostering trust and confidence.
4. **Right to Be Safe:** We recognise the right to safety of the single parent families we work with, staff, and volunteers. We create environments that protect individuals from harm, abuse, and discrimination.
5. **Inclusion and Equality:** OPFS aims to actively promote inclusion and treat everyone equally, respecting differences. We strive to end inequality, injustice, and exclusion wherever possible.
6. **Values:** OPFS proactively supports ethical behaviour which reflects our charitable values in all activities. This goes beyond legal and regulatory requirements, emphasizing the importance of doing what is right.
7. **Diversity:** We value and are working hard to improve diversity in our governing body, workforce, and volunteers. We recognise the crucial strength that diverse perspectives bring to our mission.
8. **Hope and Determination:** We believe in positive change and transformation. We realise perseverance is at the heart of achieving change and stay committed for the long haul to achieve our goals.

Why Single Parent Families – A Profile

There are 144,000 single parent families in Scotland, one in four of all families with dependent children. A briefing from Public Health Scotland¹ shows:

Two thirds of children in poverty in single parent families **(66%)** live in families where no one is in paid employment. A quarter **(23%)** live in families where the parent works part-time.

Single parent families make up **25%** of all families, and **92%** are headed by women.

Around **80%** of single parents are aged between **25 and 50 years old** and less than **1%** are **under 20**.

65% of single parents with dependent children in Scotland are in paid employment.



Families often belong to more than one of the priority groups in the Scottish Government's Tackling Child Poverty Delivery Plan.

40% of children in single parent families also have a disabled person at home, and **47%** of children in a family with a mother aged under 25 are also in a single parent household.

Four in ten **(90,000)** children in poverty in Scotland live in a single parent family and **39%** of children in single parent families live in poverty.

Viewing single parents through an intersectional lens highlights multiple factors of disadvantage facing women who are single parents. Not all single mothers share the same level of disadvantage: single mothers from racially minoritised communities, for example, experience the discrimination and inequality that confronts them as women, but in addition they must deal with those that come with being women of colour.

The key issues to be tackled

In Scotland, 90% of single parents are women, and gender inequality is a significant cause of the barriers facing many single parents. By having to combine the role of sole carer and provider for their children and being unable to pool resources with another adult, single parents and their children are more likely to be in poverty. Most single parents are in work, and almost half are working part-time, but there is a limited number of job opportunities that fit around caring responsibilities which would provide a viable route out of poverty.

Single parents have been disproportionately impacted by cuts to the UK social security system, from the benefit cap to the two-child limit, to the young parent penalty which abolished previous policy of paying parents under 25 years the adult rate of benefits.

Stricter work requirements recently introduced by the UK Government now require single parents in receipt of Universal Credit to work up to 30 hours once their child turns three years old. This is despite single parents facing multiple barriers when looking for work or to increase their hours, the biggest of which is access to affordable and flexible childcare. Children in single parent families are more likely to be living in poverty at 38% compared to 24% of all children². This higher rate of poverty is the result of a combination of factors, including:

- **Gender inequality.** 90% of single parents are women, and the barriers and inequalities faced by single parent families are inextricably linked to gender inequality³.
- **Labour market inequality.** Single parents in work are consistently the family type most likely to face in-work poverty and are more likely to be working in a low-wage sector and on lower hours. 48.2% of single mothers in paid work are in part-time work. Part-time opportunities tend to be within lower-paid jobs and sectors which are female dominated and often undervalued. There is limited availability of job opportunities that would allow single parents to meet their caring responsibilities and exit poverty. Just 65.5% of single parents are in paid work, compared to 78.3% of mothers in a couple and 93.8% of fathers in a couple⁴.





- **Lack of affordable childcare.** For single parents, access to affordable, flexible, quality early years and school-age childcare is vital as means of enabling them to enter paid work and potentially lift their families out of poverty. Coram's Childcare Survey 2024 found that the cost of childcare is rising and there is a major gap in provision, which, in Scotland, was particularly stark for under 2s, disabled children, and school-age childcare⁵. In 2022, research by OPFS found that 21.2% of participants were not able to afford childcare at all⁶.
- **Social security.** Research by the Institute for Fiscal Studies found that cuts to social security from 2010-20 left single parents among the most exposed to rising inflation. Women are twice as dependent on social security due to structural inequalities, and analysis from the House of Commons library shows that from 2010 to 2020, 86% of net 'savings raised through cuts to social security and tax credits would come from women's incomes.
- **Housing.** From our local work we know single parents have fewer housing options than other households. They are more likely to live in poor-quality housing, such as temporary accommodation, overcrowded flats, or damp and mouldy properties. Single mothers and their children are also disproportionately affected by rising homelessness.
- **Child Maintenance.** Single parents face the ineffective enforcement of child maintenance payments on the part of the Child Maintenance Service and experience non-payment / delays in maintenance payments being used as a financial coercive technique⁷.
- **Multiple inequalities.** Many single parent families are also impacted by multiple inequalities which increase their risk of poverty. Although 80% of single parents are white 5% are Asian, 9% are Black/Black British and 3% of single parents are from Mixed/ Multiple ethnic groups⁸.
- **Paid and unpaid care.** Many single parents work in the care sector. The undervaluation of social care workers reflects the under-valuation of all care in Scotland, whether paid or unpaid, with too many single parents in low paid caring roles living in poverty. A high proportion of single parents care for a disabled child - for too long, people who care for others, whether paid or unpaid, have been undervalued and under-rewarded. As a result, caring can result in significant personal and economic costs for individuals and their families, with carers more likely to live in poverty⁹.
- **Being the sole provider and carer.** All of these are areas which impact disproportionately on single parent families because they start from a position of living in a one-income household and balancing sole childcare responsibilities with paid work. They have many of the same costs as a two-parent family to be paid for from one income. When children do not receive financial support from their other parent, or payment is irregular, this creates a huge strain for low-income single parents.

5 Childcare Survey 2024 - Coram : Coram

6 Living without a lifeline - One Parent Families Scotland

7 Transforming Child Maintenance reports - One Parent Families Scotland

8 [www.gingerbread.org.uk /single-parents-in-2023](http://www.gingerbread.org.uk/single-parents-in-2023)

9 <https://ascotlandthatcares.org/>

PESTLE & SWOT Analysis

We have carried out both a PESTLE and SWOT analysis to inform our strategic priorities.

The PESTLE (Political, Economic, Social, Technological, Legal, and Environmental) analysis helped us identify external factors that can impact OPFS operations and inform strategic decision-making.

At an international, UK and Scottish level, there has been significant political change over the last year. 2025/26 will see the new UK government progress its policies and preparations begin for Scottish Parliament elections in 2026 as well as local government elections in 2027. This will give OPFS opportunities to advocate for single parents' rights and social policies supporting single-parent families in Scotland.

The UK government has begun the process of developing a child poverty strategy. The need for the recognition of the needs of single parents as a priority group will be a continuing focus of our influencing work. The government are also coming under increased pressure to raise taxes or cut public spending as official figures show government borrowing was more expensive than expected, and tax revenue fell below expectations¹⁰. OPFS will work in partnership with Tax Justice Scotland to argue the case for more progressive taxation, rather than cuts our vital public services which are so important to single parents.

The Scottish Government stated priorities around a just transition to net zero and creating a wellbeing economy will inform a historic transformation in how people work, where they work and even why they work. The skills people need to enter and progress in work are changing too. As advancing technologies change how we work, and the type of work people do is changing, OPFS will highlight the opportunities for single parents and their potential.

The Scottish Government working group to progress the idea of a 'Minimum Income Guarantee' have now published recommendations. A MIG would provide everyone in Scotland with a minimum acceptable standard of living ensuring people have enough money for housing, food and essentials to allow them to live a decent, dignified healthy and financially secure life¹¹. OPFS has been a member of the Expert Group supporting the development of the proposals.

We live in a digital world, and not everyone has access to it. Information and essential services are increasingly accessed online. OPFS will have a key role in supporting single parents with digital skills and campaigning for access to essential technology.

AI is predicted to bring about seismic changes to all sectors of the economy including charities. We will focus on understanding the threats and opportunities that come with using AI tools in our work.





The elections for a new Scottish Government in 2026 will provide opportunities to influence changes in government policies related to social security, family support, transport, housing and childcare. Climate-related challenges affect low-income families the most (e.g. extreme weather events). We will focus on involving single parents in ensuring their concerns are included in a just transition to net zero. We will campaign for fundamental changes to taxation, a minimum income guarantee, universal basic infrastructure and policies which work towards a Wellbeing Economy.

The SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis provided us with an internal assessment of our organisation. It identified our strengths: a dedicated, stable and professional workforce; effective programmes & services; strong support from the single parent community; respect from key partners in government and collaborations with other third sector organisations. We are recognised as the organisation working alongside single parents to amplify their voices and as campaigners for positive policies to change single parent families lives and challenge poverty. Our experience based on working with single parents locally means we can involve single parent experts by experience and listen to what families identify as the important issues.

We also wanted to identify and address potential challenges, for example, around the difficult funding environment, the need to invest in updated technology while recognising the importance of cybersecurity, and the necessity to progress productivity through updating our processes.

The SWOT process involving our staff and board helped us identify external opportunities: potential collaborations, funding sources, and local emerging trends that align with our goals. Potential threats were highlighted: recognising threats such as continuing economic downturns affecting Scottish UK and local governments as well as increased competition from other providers.

The analysis will help inform decisions related to fundraising, programme development, and resource allocation:

- What we need to do over next three years to achieve what we have set out to do.
- What the opportunities and risks are.
- What we need to keep doing, do less/none of and what we do more of and what new things we need to start doing.
- The shape, structure and size of our organisation which will help us get there.

OPFS Priorities

What we need to do over next three years to achieve what we have set out to do?

Our strategy is about bringing all our strengths together so that we have a roadmap to plan ahead. What we do now can change things for families in the here and now but also in the future. OPFS is committed to transforming the narrative surrounding single parent families from one of 'dependency' to one of resilience and agency. We aim to achieve this by focusing on upstream interventions and co-production, empowering single parent families to be active participants in shaping policies and services that directly impact their lives.

Underlying causes

We believe the underlying causes of single parent family poverty includes:

- **The UK and Scotland's economic model** - the economy prioritises short-term profit and growth over the health and wellbeing of people and the planet.
- **Inequality** - high levels of income inequality compared to many other high-income countries.
- **Undervaluing care** – Care, paid and unpaid, is badly under-valued and suffers from chronic under-investment.
- **Women's inequality** - women continue to face inequality and concerted efforts are needed to create a more just and gender-equal society.
- **The male breadwinner/female carer model** – this model is central to UK economy - men are still seen as the main earners while women primarily take care of domestic responsibilities, including childcare and housework.

We aspire to work in line with the sort of society we want to see; based on equality and respect for human rights, where care is valued and shared and which allows everyone to live in dignity, reach their full potential and fully participate. We believe all of Scotland's people should have access to a minimum income guarantee and to universal basic infrastructure which ensures a minimum level of services including childcare, family support, healthcare, education, public transport, and broadband connectivity. A fairer tax system both at UK and Scottish levels would distribute the burden of taxation more equitably, ensuring that everyone contributes according to their ability to pay that better supports the creation of a fairer and greener Scotland.

Single parent families experience a much higher risk of poverty, including in employment, intensified by the cost-of-living crisis. We want to increase awareness of the impact of the current economic system on single parents and their children through the lens of gender. Ending poverty must go together with achieving a wellbeing economy by addressing systemic wealth inequality through progressive taxation, a minimum income guarantee, universal basic infrastructure and a just transition to net zero.

We will review our organisational priorities: what should we stop, keep, start or restart. Over the next three years we will prioritise future proofing, co-produced with single parents, with a focus on big things that contribute to highlighting systemic and structural barriers.

Systemic barriers include problems in specific organisations and institutions such as workplaces. Obstacles are created by long-standing inequalities linked to race, gender, class, and other identities. These result in unfair policies, practices, and expectations that keep certain groups like single parents at a disadvantage. Single parents often feel alone and judged because of negative stereotypes and judgemental attitudes¹².

Structural barriers are pervasive obstacles that affect many parts of society and the overall societal framework. They can be encouraged and maintained in society through institutions like governments, schools and the law. Single parents face major challenges like expensive and inflexible childcare, limited job options, and employers who aren't flexible. These issues push them into low-paid, insecure, part-time jobs¹³.

These barriers highlight the need for comprehensive policies and interventions to create a more equitable society.



Single Parent Participation

OPFS model of transformational change has achieving co-production at the centre by involving single parents as: expert co-producers, volunteers, peer mentors and as members of the board. Involving single parents in ways that recognise their different needs, experiences, knowledge, interests and abilities is central to our work.

We are committed to ensuring that OPFS services and policy priorities are genuinely co-produced combining the shared expertise of our experienced and skilled practitioners and parents, who are experts through experience. This distinctive model means OPFS is trusted by single parents and recognised by policy makers as the organisation in Scotland that gives single parents a voice. In this current landscape, with so many evolving issues, our work is for, influenced, and inspired by the strength displayed by single parents affected by the ongoing impacts of social security cuts, austerity, and rising living costs.

Support for Families Services

Services Framework

Within our ‘Support for Families’ services, we recognise that holistic and whole family support systems are a proven, effective means of enabling parents to achieve their potential and improve children’s outcomes. However, many years of austerity, the pandemic and the cost-of-living crisis have not only eroded families’ resources and resilience, but also the support available to them. We will continue to deliver place-based support, complimented by our national services, which structures our services around the family.

We have three simple, yet highly powerful, goals:

1. Enable our people to develop and grow by being the most supportive and invested employer we can be.
2. Provide the best quality of empowering services to single parent families.
3. Influence change by involving single parents, sharing the stories of families and impact of our work.



People

We will:

- Develop the ways in which all people can be involved in our work through enhancing and embedding our participatory approach.
- Ensure that our colleagues and volunteers feel confident, competent, resourced and trusted to carry out their roles.
- Empower our people to feel confident to work collaboratively, internally and externally, to determine change.

Services

We will:

- Grow our ‘Support for Families’ services and frameworks to contribute to OPFS strategic objectives, while deepening our networks across Scotland.
- Develop our skills and knowledge to ensure our work is informed by research, evidence and co-produced with single parent families.
- Enhance our coordinated approach, optimising our resources and services, to improve inclusion and access across Scotland.

Impact

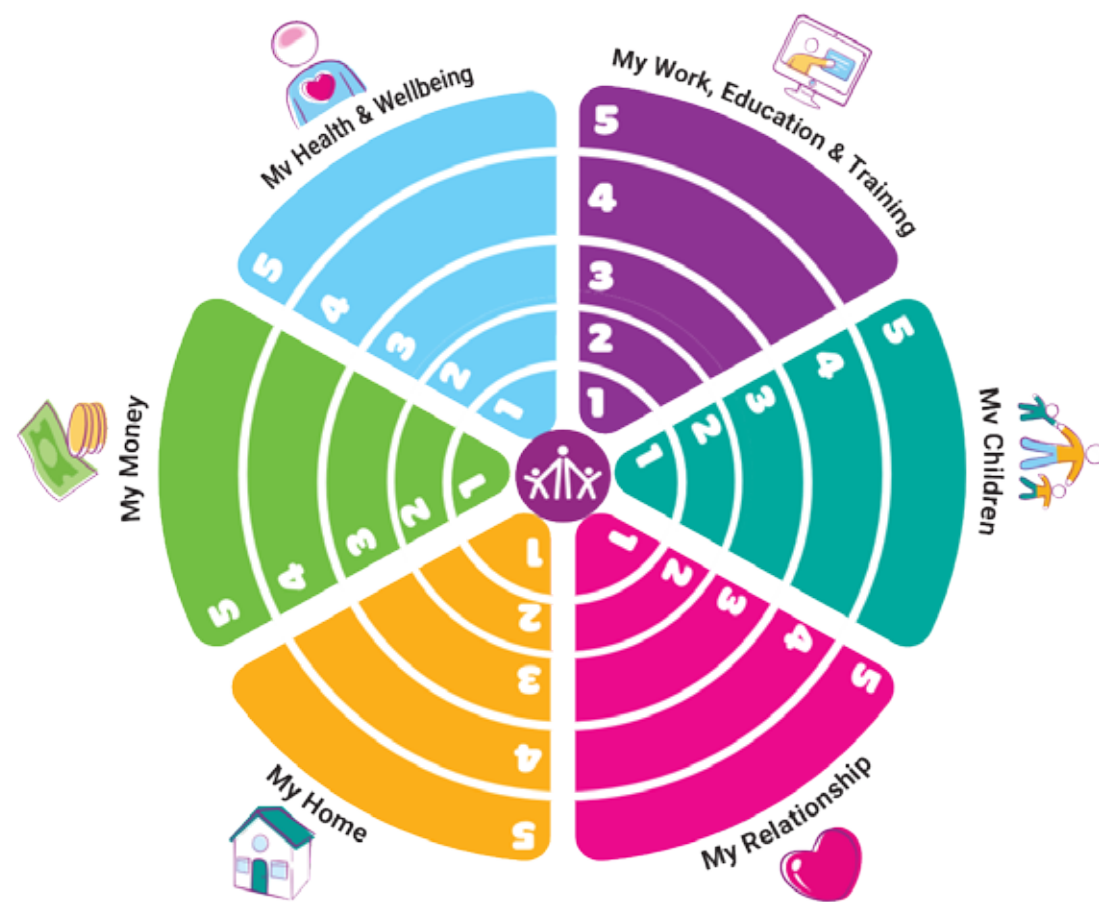
We will:

- Advance our approach to understanding, measuring, evaluating, and learning from our engagement and services, fostering innovation and excellence.
- Invest in our systems and technology to better report the impact of our work and help families share the stories that they want to tell.
- Demonstrate our impact through clear, defined and measurable outcomes, contributing to a robust evidence base which further establishes our reputation.

Services Delivered

We will :

- Deliver a range of holistic, integrated services tailored to the needs of single parent families (as detailed in 'My Life and Me Wheel below') through our national and community-based services.
- Work with partners in Scottish and in local government and the third sector to develop supportive 'single parent proofed' services & policies across Scotland.
- Influence the understanding of society about the issues affecting single parent families as this can make a significant difference in the short-term to their well-being and standard of living.



We will offer the following services locally & nationally where we aim to embed single parent participation & coproduction.

- Information, Advice & Financial Inclusion Services
- On-line self-help and peer support
- Crisis Interventions
- Family Support, Counselling & Wellbeing Services
- Employability and In-Work Support Programmes

We will embed digital developments into our 'Support for Families' processes including the OPFS on-line peer support forum, 'my life and me' on-line support, the debt/budgeting tool, on-line advice pages and the lone parent helpline. These are resources that a single parent can access out with local support and no matter where they live¹⁴.



Policy, Research & Influencing

Scotland is a wealthy country, so poverty is not inevitable. It is caused by an economy that doesn't provide secure, stable work with real living wages, and by a UK social security system that doesn't prevent poverty as well as ensuring all can afford the essentials of life.

The Scottish Government has taken welcome steps to strengthen social security through new benefits like the Scottish Child Payment, and has acted to cover the loss in incomes caused by Westminster policies like the two-child benefit limit, and the benefit cap.

However, to meet our legal child poverty targets we will need to raise the Scottish Child Payment as an urgent and necessary first step. Early years and school-age childcare provision needs to be increased and be more flexible and affordable to give single parents better support to access further education training and employment. We need to top up the incomes of parents under 25yrs and to implement the mitigation of the 2-child benefit policy. Scottish Government also needs to build more social homes for rent.

We will keep pushing for mitigation while we pursue long-term lasting solutions to tackle child poverty. As we look ahead more fundamental structural and systemic change is required in Scotland for which we will campaign with other key partners. We will use the following factors to prioritise our policy focus:

- Do the policy areas chosen include areas prioritised by single parents?
- Will the policies have an impact on the causes of poverty / the rates of child poverty?
- Will the policy areas chosen help achieve a wellbeing economy?
- Is there a clear and specific call for each policy area?
- Do the policies meet the needs of single parent families including those with intersecting inequalities?
- Is there persuasive evidence base?

There are five longer term strategic areas we think are important, which will impact the future lives of single parents and their children and which we will seek to influence as part of a coalitions of charities:

1. **A Minimum Income Guarantee** is not solely a social security payment or a top up of existing benefits. It can be met through a combination of employment, tax relief and social security benefits and services in kind, such as childcare and transport.
2. **Universal basic infrastructure** including key public services such as childcare, and holistic family support. Decisions about infrastructure that are made today invests in the social fabric of the future and will help shape the Scotland of tomorrow
3. **A fairer tax system** which aims to distribute the burden of taxation more equitably, ensuring that everyone contributes according to their ability to pay. With the UK government coming under increased pressure to raise taxes or cut public spending we think it's even more important to distribute the burden of taxation more equitably, ensuring that everyone contributes according to their ability to pay.
4. **A just transition to net zero** shifting from a carbon-intensive economy to one that is sustainable, fair, equitable, and inclusive for single parents. This focus has been informed by our consultations with parents around key areas such as transport, employment, training, education, housing, and energy costs.
5. **A wellbeing economy** values and recognises all forms of care, whether paid or unpaid. It aims to be sustainable, fair, and evenly distributed across different regions and communities. The goal is also to achieve net zero emissions and protect the environment.



Communication & Digital Development Strategies

Our communications strategy is central to ensuring that we work effectively when delivering services and working with OPFS stakeholders. It's how we support, influence, and create trust for all our audiences, especially single parent families. Our communications strategy is aimed at several key audiences, including:

- Single parent families: The primary audience for OPFS's communications strategy who need support and resources.
- Third sector partners and community organisations: They can help disseminate our messaging to single parents in the community.
- Government at UK, Scottish and local levels and their agencies: Another key audience who can help expand the reach of OPFS's services.
- Policy makers: The communications strategy will target policy makers to advocate for policies that support single parent families in Scotland.
- Media: To promote a positive image of single parent families and challenge negative stereotypes.
- Public: To target the public to raise awareness of the services and support offered by OPFS, and to change negative stereotypes about single parents.

OPFS communications core aim is to amplify the voice of single parents and ensure they are aware of and can access the advice and support they need. The communications strategy has the following five objectives. To:

1. Support single parents to achieve their goals by developing and promoting up-to-date support and advice content online and offline.
2. Highlight OPFS policy and research work by creating content aimed at influencing government policy affecting single parent families and managing policy and campaign related events.
3. Promote opportunities for parents to contribute to campaigns and research by sharing their lived experience through sharing single parent stories and podcast interviews and running parent participation groups.
4. Produce and promote promotional content for OPFS local services to reach and engage single parent families.
5. Strengthen relationships with stakeholders and community organisations to expand the reach and influence of OPFS's services.



Our digital strategy aims to harness the power of technology to contribute to OPFS strategic objectives. Our online services including the website, social media and email communications will be accessible to all of our audiences. This also means reflecting single parents lived experiences and actively involving them in shaping OPFS digital services. Our digital strategy is based around six key themes:

1. Leading on OPFS digital future: We will build strong digital leadership within OPFS to progress our digital strategy.
2. Embracing a 'digital-first' culture: We will create a digital-first mindset across OPFS.
3. Cybersecurity - staying safe in the digital world: We will keep our organisation and users protected from digital threats.
4. User-centred design - designing with single parents involved: We will create digital services that support and meet the needs of single parents.
5. Making smarter decisions with data: We will use data to guide decisions and enable our services to respond effectively to the needs of single parent families.
6. Harnessing AI to work smarter: We will research and assess the use of AI to expand service delivery and increase organisational productivity.

By addressing the specific needs of single parents through our tailored approach we will progress the potential of combining digital tools with personalised support, creating more accessible pathways to support, training, education and employment for parents.



Organisational Development

People Plan

When a shared vision is developed and held by the people of an organisation, significant changes can happen. That collective picture of the future helps everyone move towards shared goals. It can help create a sense of identity and unity that spreads across teams and can inspire like-minded people to accomplish big things.

We aim to shift from focusing on our organisation, towards putting shared purpose at the centre of every action and decision, recognising that organisations are the means and not the end. To deliver our strategic priorities and to ensure our systems and processes are aligned to our values we will:

- nurture a culture that encourages new ideas, celebrates innovation, and promotes personal development.
- prioritise planning to ensure our resources are used in the most effective and efficient manner.
- align our current practices with best practice to strengthen our organisation, and to sustain and improve our operational performance.
- work to be the best employer that we can be – where colleagues choose to build careers and stay.

We will build a modern and forward-looking organisation, underpinned by the fair work principles and continuing to use our organisational values to guide the development of our people practice to become a leading employer in our field and an example of best practice.

We will work with our colleagues to set the direction of travel by developing a new, comprehensive People Plan to progress what our offer is to staff and how they are supported while they spend their time with us. We will also create new structures to strengthen the voice of our staff in decision-making in OPFS. It is our ambition to develop the most skilled, best trained and most committed staff team in our field, and we will continue to invest in this area to make this ambition a reality.

Corporate Services Plan

In order for OPFS to be fit for the future we will modernise our internal support services to create systems and processes which are robust, streamlined and accessible. We will invest in, and continue to develop, our compliance function, ensuring that we are exhibiting best practice in all areas of our regulated work and foster a proactive approach to ensuring compliance. We will develop our internal training offer and work with colleagues to identify key areas of importance. We will also continue to grow our governance support function, working with our Directors to streamline how our board and committee meetings are administrated, and remove barriers to participation and engagement.

To facilitate the necessary transformation the organisation will increase the use of the systems and technology at it’s disposal, and explore emerging technologies in line with our organisational values and ethics. We will also focus on quality in developing new systems, and monitor how they are being used in practice to support the implementation of new processes. We will also develop the expertise and capacity of local services in delivering corporate functions by upskilling key existing staff and developing the relationship between central core functions and their local counterparts.

To bring about the needed change we will develop an extensive Corporate Services Plan, laying out a roadmap to identify the changes needed, how these functions will grow, and how changes will be cascaded to local teams.

Next Steps

Measuring the success of our strategy will involve tracking a variety of quantitative and qualitative measures that reflect both the impact of our work and the overall health of our organisation. We will track the number of single parent families who access our services and use surveys and feedback to measure the satisfaction of the families we work with.

We will also measure specific outcomes such as improvements in family wellbeing, financial stability, access to employment, training and further education of the parents. We also want to understand and evaluate the difference our policy and influencing work makes as we know effective policy and influencing will ultimately mean better lives for single parent families

As we move forward, our commitment to supporting, involving and working alongside single parents and their children will remain resolute. This strategic plan outlines our vision for a future where single parent families have access to the resources, community, and opportunities they need to achieve their full potential. We are confident that with the dedication of our teams, the support of our partners, and the partnership with the families we serve, OPFS will change lives and challenge poverty, so make a lasting impact.

One Parent Families Scotland

2 York Place, Edinburgh EH1 3EP
Tel: 0131 556 3899 info@opfs.org.uk
Lone Parent Helpline: 0808 801 0323

Changing Lives, Challenging Poverty

Lone parent helpline: 0808 801 0323 Helpline email: helpline@opfs.org.uk

Together we can make a difference to children’s lives.
Support the work we do by donating: https://donate.opfs.org.uk



www.opfs.org.uk

OPFS is a charitable company limited by guarantee.
Registered at above address under no. SC94860. Scottish Charity No. SC006403.



www.opfs.org.uk