**Corporate Plan 2018-2021**

**Introduction**

We are a leading housing and support provider who aims to create a future where everyone, including those with disabilities, can live independently, with dignity and choice.

**Vision**

We aim to be a successful and dynamic organisation that translates our cultural values into our everyday work practices.

**Mission**

We deliver homes and services for people with disabilities, and communities, that meet their needs and provide the highest levels of independence, choice and control over their daily lives. This three-year plan will ensure that we can deliver the services our customers need and want.

**Strategic aims**

- **Homes and Services**
  - We build accessible and adaptable homes to enable more people to live independently.
  - We aim to achieve 88% customer satisfaction across all services.
  - We will continuously improve in the way we work with our customers and staff.

- **Expertise and Influence**
  - In 2019, we will be the first charity to achieve the Chartered Institute of Housing (CIH) certificate for accessible housing.
  - We will increase our presence and impact in the housing sector and beyond.

- **Business Health**
  - We will optimise our asset management to ensure efficiency and effectiveness.
  - We will continuously improve the efficiency and effectiveness of our processes.

**Our cultural values**

We are committed to building an organisation that is:

- Inclusive
- Attentive
- Accountable
- Agile
- Ambitious
- Responsible

We are committed to building an organisation that is:

- Inclusive
- Attentive
- Accountable
- Agile
- Ambitious
- Responsible

We will continuously improve in the way we work with our customers and staff.

**Inclusive**

We will work hard to ensure that everyone, including those with disabilities, is treated fairly and included in all aspects of our work.

**Attentive**

We will listen to our customers and colleagues, and be responsive to their needs and expectations.

**Accountable**

We will be transparent and responsible in all that we do.

**Agile**

We will continuously improve in the way we work with our customers and staff.

**Ambitious**

We will set ourselves high targets and work hard to achieve them.

**Responsible**

We will operate in an ethical and socially responsible way.