



Outstanding Homes

Our 2021/2022 objectives are...



All homes comply with the latest safety & development standards



All homes have a SMART and green investment plan



Our first independent living scheme of the future is being built

Our 2021/2022 objectives are...



We are a listening business



Our residents choose new services and we provide a 24/7 celebrity service



Astraline maximises more commercial opportunities



Outstanding
Services

Our 2021/2022 objectives are...



Financially ready for any surprises



Our investment in digital and data positively contributes to performance



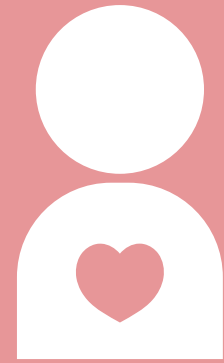
SMART procurement drives down costs for our residents



We seek partnerships to deliver more



Outstanding
Value



Outstanding People

Our 2021/2022 objectives are...



Our reputation attracts and retains our best people



We are flexible, resilient and always improving performance



We invest in our digital skills for the benefit of our colleagues and customers