



Business Plan Metrics 2023 – 2026

Our mission & values

We provide housing and care to improve opportunities for people.

Integrity
Diversity
Openness
Accountability
Clarity
Excellence

Doing the basics
BRILLIANTLY!

Homes	Care and Support	People	Growth	Business Resilience
<p>89% overall customer satisfaction</p> <p>85% fairness and respect</p> <p>100% compliance with Decent Homes Standard</p>	<p>Financial viability – 5% surplus</p> <p>Quality rating – all services at least ‘Good’ plus half or more ‘Outstanding’</p> <p>Service user ratings – at least 4.5 average rating</p> <p>Below 14% voluntary colleague turnover</p>	<p>Leadership gender profile – 4% gap</p> <p>Leadership ethnicity profile – at least 14% BAME leaders</p> <p>Board gender profile – 50% female Board membership</p> <p>Board ethnicity profile – 25% BAME Board membership</p> <p>Health and Safety ISO accreditation – all business units accredited or re-accredited</p>	<p>400 – 500 new homes built or acquired</p> <p>2 x new extra care schemes on site</p> <p>500 new homeowners</p>	<p>Value for Money – increased by less than consumer price index inflation</p> <p>2 years minimum liquidity</p> <p>125% minimum headroom cover</p> <p>Data security and privacy accreditation – ISO/IEC 27001 accreditation</p>