

Hanover (Scotland) Housing Association Ltd

Mission Statement

'Enabling people to live secure, fulfilling and independent lives in their own homes.'

Strategic Objectives

Our core business is to provide affordable, modern and safe *housing* and *support services* mainly for older *people*.

People

We will help our customers to live the lives they want by providing them with modern and safe accommodation and supporting services. We will promote their well being, enabling them to live as healthy, independent and secure a life as possible and to encourage their participation and involvement as they choose in their communities.

Our strategic priorities will:

- be to put the customer first;
- ensure equality and diversity of opportunity, as a provider of housing and related services, and as an employer in all areas;
- be proactive in considering different forms of business development including cost efficient new service models to help people live independently;
- achieve high satisfaction among staff, ensuring they feel valued, motivated and developed, and whose health, safety and wellbeing are looked after;
- further enhance our work practices, across all aspects of our business, towards improving the choice and quality of life for our customers, particularly older people;
- innovate and develop ways for our customers to avoid fuel poverty;
- ensure effective communication and participation with service users and staff;
- measure and evaluate (as far as practically possible) the contribution of our key services that help support independent living; and
- seek out and be proactive in considering and pursuing different forms of relationships and collaboration with others.

Housing

We will provide quality, well maintained, sustainable and affordable housing for people wishing to live in the rented or owner-occupied sectors.

Our strategic priorities will:

- provide a development and asset management strategy to ensure that we provide quality, flexible, sustainable models as a platform for service delivery;
- be innovative in providing mixed tenure solutions; and
- develop cost effective ways of repairing and maintaining our properties.

Support Services

We will provide a range of quality, innovative, flexible and affordable support and care services to reflect what our customers want and need, to achieve best value and independent living.

Our strategic priorities will:

- implement an industry recognised health and safety management system;
- develop home care and other new community-based business;
- ensure Hanover Telecare provides an effective, affordable, competitive and viable service;
- develop a joint business team approach both internally (developing further inter-departmental problem solving and innovative thinking) and externally;
- focus on keeping costs down by developing efficient and effective methods of working and in the procurement of services and products;
- ensure that we remain cost efficient and financially viable and eliminate any deficit funding in services;
- provide an effective risk management strategy; and
- when business opportunities arise, consider whether it is appropriate to create a separate new company to undertake these.