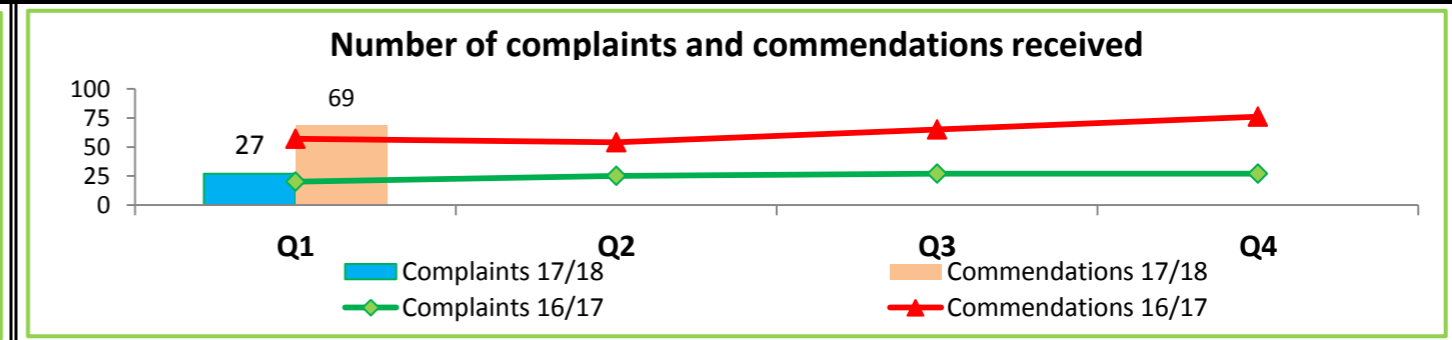
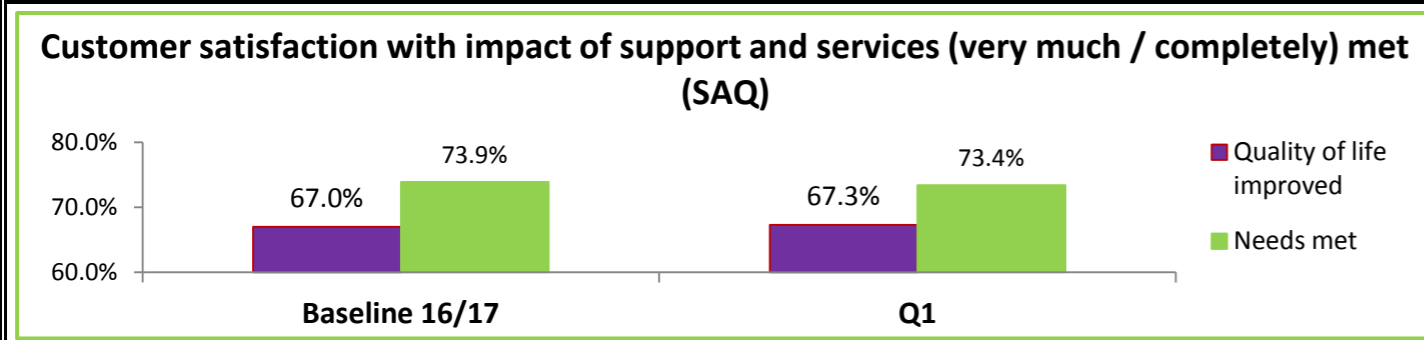
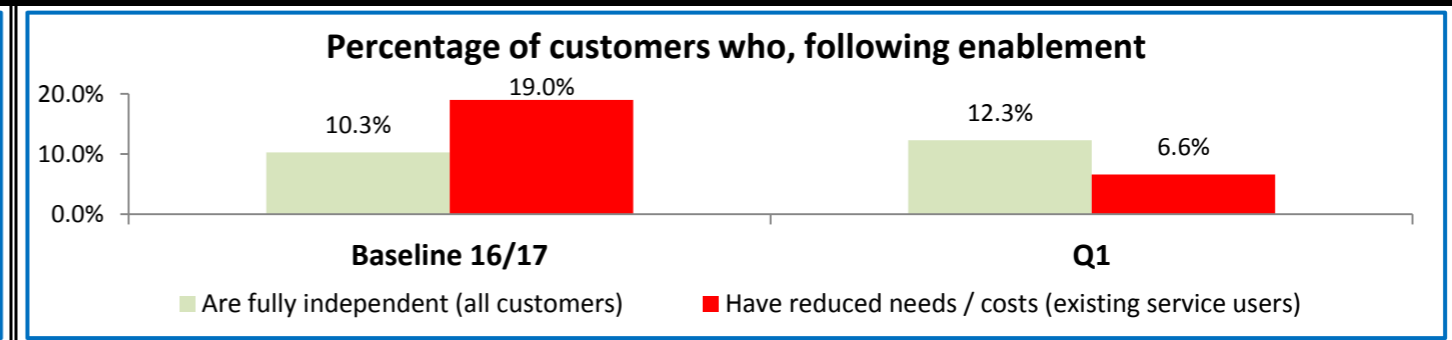
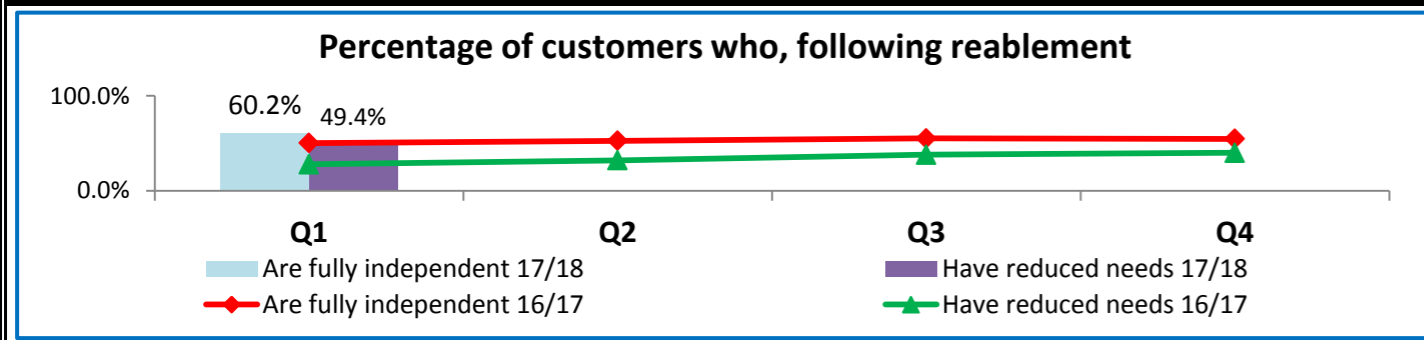


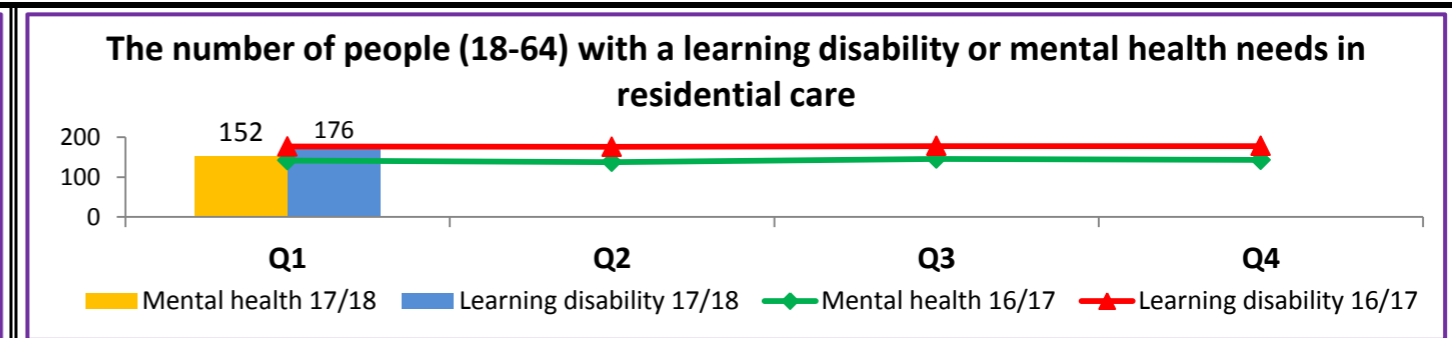
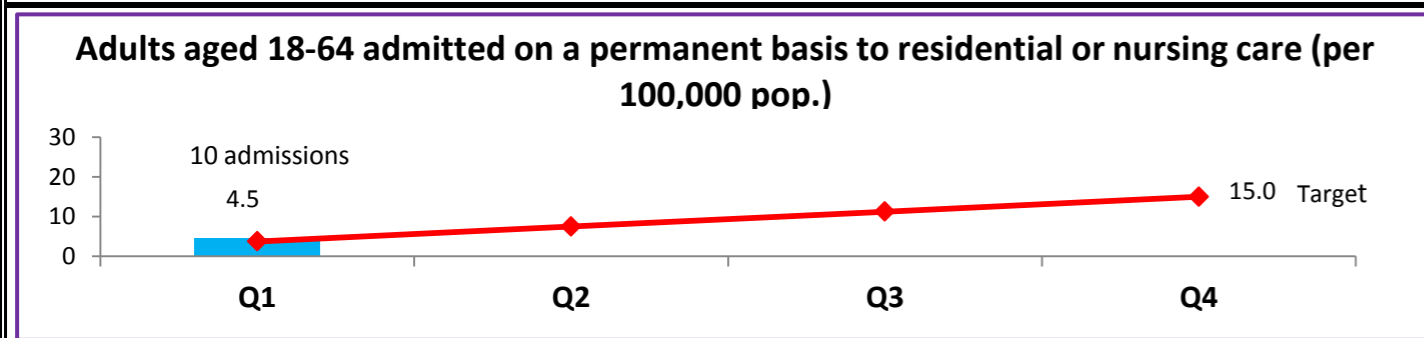
1) We will improve the customer experience by increasing our understanding of the impact and benefit of what we do. We will use this knowledge to innovate and improve the way we work and commission services



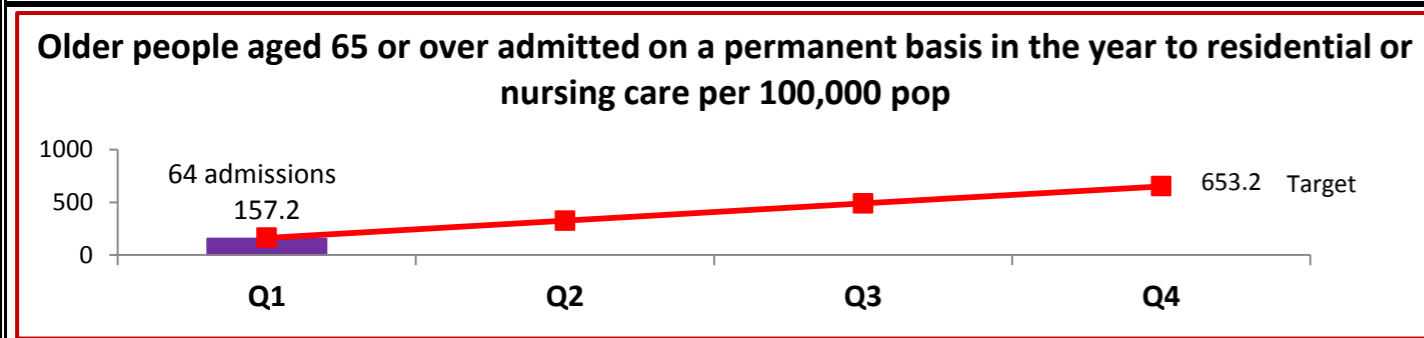
2) We will embed a strength-based, preventative model of support, to promote wellbeing, self-care and independence



3) We will improve the opportunities for those of working age to live independently in a home of their own and continue to reduce our reliance on the use of residential care



4) Improve our offer to older people supporting more of them to remain at home and to continue to reduce our reliance on the use of residential care



5) We will work with partners to protect adults who need care and support from harm and abuse

