

RADIUS HOUSING ASSOCIATION 	Document No: HPR036	
	Prepared by:	AHMs
TITLE: SCHEME COORDINATORS MANUAL Independent Living Service Philosophy	Authorised By:	Martin Meek
	Version No:	11
	Issue Date:	27-11-25
	To be Reviewed: Nov '28	Page 1 of 3

1.0 Mission Statement

- 1.1 Together with our business partners we will work seamlessly as a team 'sharing responsibility and sharing in success'.

2.0 Radius Values

- 2.1 We will exemplify our core values in everything that we do:

- **Making a Difference Daily** – Every day our people aim to improve people's lives through hard work, creativity, and collaboration.
- **Positively Open** – We are solution focused, open and transparent, acting ethically and with integrity.
- **Driving Sustainable Progress** – We lead in the creation of considered and robust solutions to protect the environment and stand the test of time.
- **Together as One** – In partnership we are stronger together, taking joint ownership and sharing in success.

3.0 Corporate Strategy – Strategic Themes

- 3.1 Radius strategic themes aim to make sure our tenants receive the best services from us:
- **Tenant First** – Providing the best possible service with our partners for the benefits of our tenants.
 - **Great Places** – Build and maintain safe and sustainable home within thriving communities.
 - **Assured Business** – Being compliant, resilient, vigilant and innovative.
 - **Empowered people** – Great and agile places for staff to develop, innovate and collaborate.

Business Plans are formulated each year which embed the organisations 'Mission and Values' and describe how each of the departments will achieve the relevant strategic themes included within the corporate strategy. Individual objectives are set as part of the annual appraisal process and each Housing Officer is encouraged to discuss the organisations business plan at cluster meetings & advise staffstaff advised on where to access it.

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3.2 Radius Independent Living team will:

- Provide the most appropriate support to enable tenants to remain living independently in their homes for as long as possible
- Offer choice and flexibility to tenants in the service they receive.
- Support tenants to establish and maintain social networks through leisure activities and educational services.
- Empower tenants to have a direct say in the way that their homes and services are managed and to play an active role in the improvement and development of the systems and services.
- Promote a safe and secure environment.
- Ensure we continue to deliver a high-quality housing management and support service.
- Create an environment that breaks down the barriers of social isolation and promotes general well-being and a healthy lifestyle choice.
- Ensure that tenants remain at the heart of the local community through raising awareness of our services.
- Work closely and in partnership with local voluntary and statutory agencies to harness valuable resources for the benefit of tenants.
- Provide tenants with a home for life, if that is their wish, except, when their care needs can no longer be adequately met in the setting of their own home, or when medical treatment in hospital is required.
- Take account of social, physical, cultural and ethnic values, together with the religious beliefs of all tenants while providing the service.

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- Promote fair access and diversity in all aspects of the service provided by Radius. This means making our services accessible to all and treating people regardless of their colour, race, ethnic or national origin, language, religion or belief, gender or gender reassignment, marital status, sexuality, disability, age, and any illness or infection.
- Deliver a service that is both accountable and professional. Radius has a clear policy to ensure staff are trained on and adhere to Professional Boundaries.