

# Living independently.

Enabling people to live  
safely and independently  
in their own homes.



## VISION

Aster has a positive impact enabling customers to live safely and independently in their homes.

## PURPOSE

We will achieve our vision by offering specialist vibrant accommodation and a local tailored housing management service that utilises the latest technology, builds partnerships with local communities and meets the needs of older and vulnerable people.

## Key Objectives...

OUR  
CUSTOMER OFFER

We will introduce an Independent Living service which provides:

- Specialist housing that meets the needs of older and vulnerable people, with extra security measures like secure doors, but also bright and happy places to live
- A 24 hour emergency alarm call system
- Local and specialised Independent Living teams
- Access to telecare technology, handihelp services and aids and adaptations
- A clear, consistent and good value service.

ENHANCED  
HOUSING  
MANAGEMENT

We will help our customers by:

- Settling new customers into their homes
- Providing a personalised housing related advice eg help with arranging repairs
- Ensuring there is a regular Aster presence within our schemes
- Building partnerships with health and social care, local community group and voluntary groups, ensuring that our schemes are active tackle loneliness
- Helping our customers to access support and services on a range of issues from mental health to dementia
- Having scheme meetings as one way that customers can be involved in running of our schemes.

ASSISTIVE  
LIVING

We will utilise modern telecare technology and handihelp services to enable customers to remain independent and safe in their home by:

- Focus on our customers' specific needs and vulnerabilities and adjusting to their needs.
- Provision of handy help services
- Increase in knowledge of grants and tailored adaptations incorporating assistive technology
- Greater integration with service providers and local authorities, encouraging independent living and preventative strategies.

EXPLORING  
OPPORTUNITIES

We will continue to develop the service and explore the opportunity to:

- Provide the independent living service to customers living in our communities
- Develop a personal assistant service
- Develop partnerships with Health and Social Care and organisations that specialise in services for vulnerable and older peoples supporting pilot projects and research which could have a positive impact on the lives of our customers.