

Overall Aim

Continue to be a well-run, respected and successful business

Highlights

- Achieved Investors in People Gold recognition
- Increased charitable support
- Only three health and safety incidents

Our measures

Measures	Performance in 2016 / 2017	Targets by 2020
Employee satisfaction ✓	73% 2016: 77% Target: >70%	Improve employee engagement scores each year
Community engagement ✓	£9,799 2016: £9,010 Target: £8,750	Increase support to local charities and community initiatives
Health and safety incidents ✓	3 2016: 7 Target: No more than four incidents	No more than four incidents in a year
Financial health ✓	Achieved 2016: Achieved Target: Achieve budget	Achieve our budget

