

Quality

Always striving to be the best we can be in everything we do.

- Delivering on the best possible education programme
- Providing a safe and secure environment for all
- Provision of inspiring, interesting and income generating events
- Creating new opportunities through partnerships and sponsorship
- An online presence that is concise and easy to interact with
- A high impact planetarium system to inspire and enthuse

Charitable Aims

Delivering on our goals as an educational charity and proving our value.

- Inspiring young people
- Motivating visitors to follow a STEM path
- Accessible for all
- Be unique in our area
- Increasing our reach
- Good value for money

Customer Focus

Remembering our customers at all times.

- Customer service at the core of the operation with the highest level of service for all our customers
- A relevant, personal and innovative experience
- Recording and monitoring the customer experience

Working Together

A small committed team working together on a common goal.

- A great place to work and an environment built on trust
- Personal accountability and investment in success
- A structure built to grow and able to respond to change
- High quality management, leadership and interdepartmental working
- Excellent working relationships with external partners, Trustees and staff

Sustainability

Ensuring the charity continues to maximise its impact on the local and national stage for future generations.

- Increasing the reach of the charity
- Ensuring external threats are reduced
- Delivering an efficient and cost-effective organisation
- Making the most of opportunities
- Knowing where we are at all times