

## Organisational values

### We will

- ◆ Treat people with respect and dignity
- ◆ Listen and respond to people's views
- ◆ Recognise and respond to the diversity of individuals
- ◆ Recognise and maximise the contributions individuals can make
- ◆ Care about each individual and be passionate in what we do
- ◆ Encourage and support innovation

## Operating principles

### We will

- ◆ Be customer led and responsive to changing needs
- ◆ Offer effective services delivered by a professional and trained workforce
- ◆ Work in partnership to achieve the best result for local older people
- ◆ Be efficient and offer the best value we can
- ◆ Have a workforce we are proud of who are proud to work for us and who feel valued, supported and respected
- ◆ Strive for continuous improvement, providing quality services and ensuring we meet all legislative and regulatory requirements
- ◆ Work as one team to meet our aims and objectives