

Values & Principles

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
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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 and who are proud to work for us and who feel valued, supported and respected
 - Provide quality services, striving at all times for best practice and continuous improvement
 - Work as one team to meet our aims and objectives
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