

Our Plan 2022 – 2025

Our Vision

Until Everyone is Living Their Best Later Life

Well Run, Managed & Sustainable Organisation

- Our leaders will role model our values & behaviours, encouraging others and ensuring a positive organisational culture is maintained
- Reduce our carbon footprint & environmental impact
- Develop a model for evidencing the social value impact of our work, working collaboratively with others who are like minded

Outstanding Operations

- We will ensure that our services remain relevant to the changing needs of older people in Lancashire, embracing new technologies where appropriate
- Develop new models of support and standard operating models for all services
- Improve the way that we gather feedback from our customers and measure impact

A Great Place to Work & Volunteer

- We will be an employer of choice, taking excellent care of our staff, providing great places to work, with flexible working opportunities
- We will improve our diversity & inclusivity, ensuring a flexible and welcoming culture, meeting the needs of our communities, workforce & volunteers
- We will "grow our own talent" by offering meaningful training & progression opportunities, supported by tailored succession planning

Financial Management & Integrity

- We will improve transparency and awareness of financial management with our managers and devolve budgets to other roles
- We will embed our new finance system, maximising the benefits that it brings and improving reporting
- Review our approach to procurement & reduce costs

Excellent Governance

- Continue our excellent focus on governance, maintaining or improving upon our previous high scores
- Develop our approach to ambassadors & patrons
- Continue to develop our internal audit, benefitting from independent assurance that our controls are operating effectively

Impactful Business Development Growth & Partnerships

- Increase our unrestricted income through growth of retail and individual giving
- Develop relationships for mutually beneficial outcomes, particularly with the new Integrated Care Systems
- Campaign for the benefit of older people
- Increase our social media presence

Our Social Value Priorities & Commitments

- ✓ People
- ✓ Planet
- ✓ Property
- ✓ Partnerships
- ✓ Pound/Purchasing

Our Balanced Approach to Decision Making



Our Mission

Delivering Outstanding, Responsive & Inclusive Services & Solutions

Our Values

We are proud to work here

We care

We go above & beyond

We take responsibility

We innovate

Our Service Delivery Priorities

