

## Vision

*Until everyone is living their best later life*

## Mission

*Delivering Outstanding, Responsive & Inclusive Services & Solutions*

## Values:

### **We Innovate -**

We embrace new ideas, finding better solutions and ways to support our customers.

### **We Care -**

We are inclusive, we support each other, treat everyone with respect, are accessible and listen & act in the best interests of all.

### **We go above & beyond -**

Excellence is the norm, we are only satisfied when we do our best, we strive to go above and beyond in all that we do

### **We take responsibility -**

We value and respect individual and team contribution, taking responsibility for our own actions and their impact.

### **We are proud to work here -**

We value Age UK Lancashire, it's role in making a positive difference and are proud of our ability to make an impact through our work and in our communities