

Our Vision and Mission:

“To provide customers with the support and services they need to live happy, healthy and successful lives.”

Our Purpose:

- To be a trusted provider of outstanding social and health care services which help to transform people's lives
- This vision is reflected in our organisations values and will guide our decision making and the way that we work with customers, commissioners of services and our partners
- Our Primary Value is that we put our customers at the centre of what we do

Our Key Values:

- **Respect** - we will care for and support our customers with sensitivity and empathy, respecting equality and the beliefs and dignity of everyone in the diverse communities that we operate within
- **Innovation** - we will continue to strive to achieve positive outcomes for those that we support and for our workforce by thinking differently and learning from others
- **Integrity** - we will act fairly, ethically, professionally and openly in all we do
- **Caring** - we will provide safe, caring and personal services that support, protect and enable our customers to live fulfilling lives
- **Partnership** - we will use our energy, skills and resources to deliver the best outcomes, incorporating the perspectives of all our customers and stakeholders
- **Valued** - we will engage and consult with our customers and staff to promote a culture of inclusivity and kindness. We will acknowledge excellent outcomes and practice and support customers and staff to reach their maximum potential.