

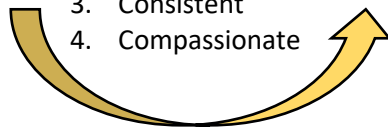
Information and Advice (I&A) Strategy

Our strategy has been devised through consultation with both staff and service users. We had 2 service users consult with us about what makes a good advice service and what values, vision, mission they would like to see from our advice staff and service. We did the same consultation group with our staff team and developed what we would like to see from our advice services as they develop and grow.

We have a clear goal with our advice services and hope to achieve good outcomes for all our clients. We are proud to share it with all our commissioners and stakeholders to show our commitment to those we seek to help. We will review our strategy in 12-18 months and consult further with service users and staff.

Our Values:

1. Empowering
2. Independent
3. Consistent
4. Compassionate



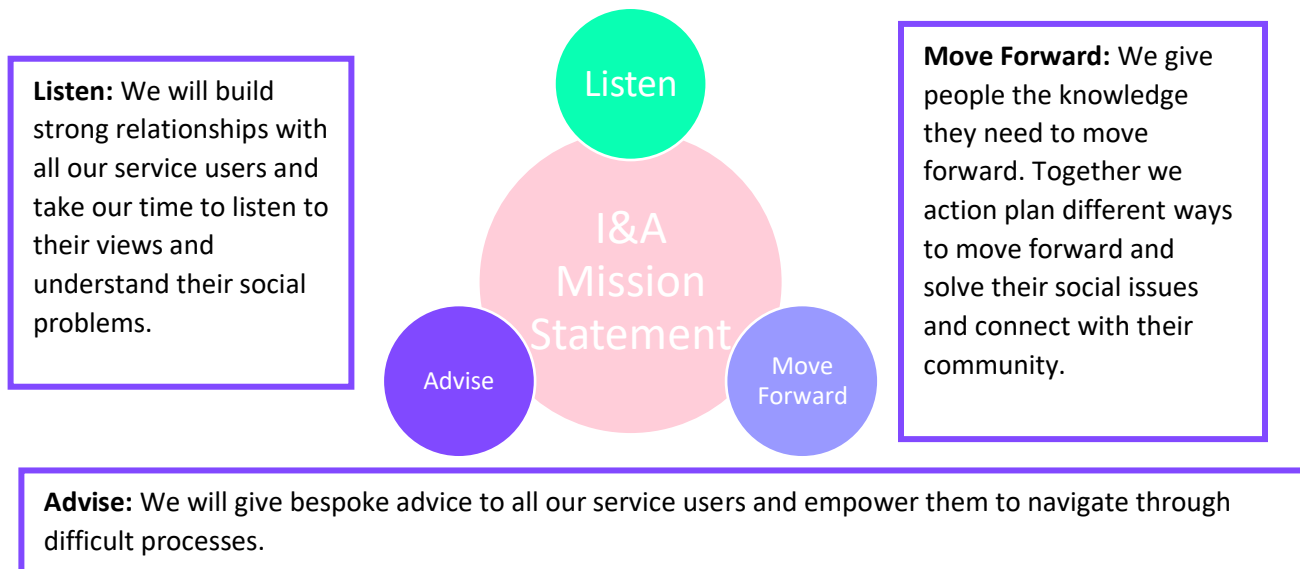
Golden Thread: Equality and Diversity

Our Vision:

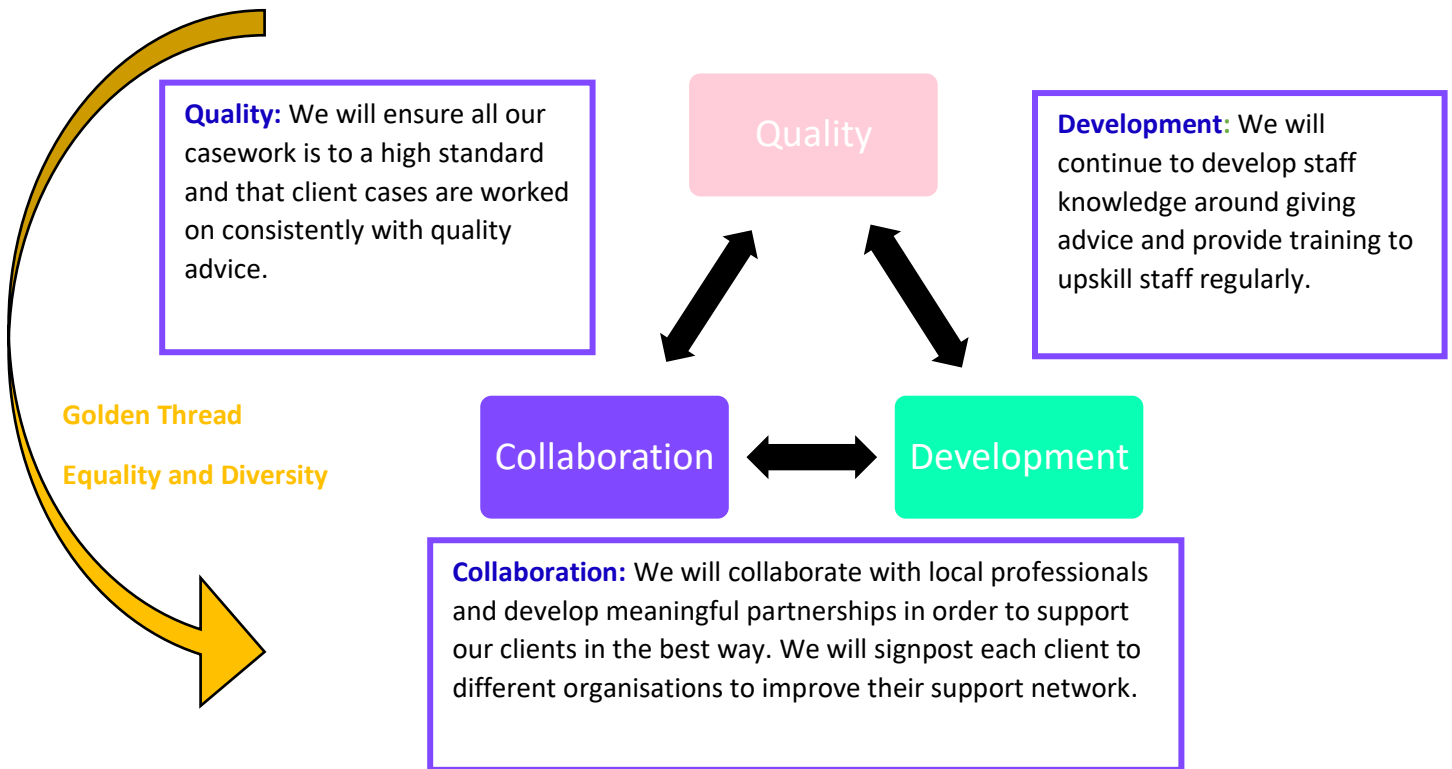
To create a better everyday life through one-to-one information and advice and meet our local community's needs.

Mission Statement:

To provide Advice and Information in the local community to support everyday people to move forward.



Strategic Aims and Actions:



Action Plan: See Excel Document 'I&A Strategy Action Plan 2022' for detailed action plan.