

## **Mission Statement**

The aim of the Princess Royal Trust Fife Carers Centre is to be a highly regarded carers' organisation, providing information and support to carers in Fife, offering the highest quality service and ensuring that the carers of Fife hear of and are heard about the issues that affect them.

To achieve this aim we will:

- Seek continuous improvement in everything we do.
- Plan and deliver services based on present and anticipated needs and aspirations.
- Secure greater recognition for carers, either as individuals or as a group, with all relevant agencies and the general public.
- Work with the appropriate agencies to highlight the needs of carers, individually and generally and to ensure that these needs are brought to the attention of relevant agencies.
- Enable carers to contribute effectively to all areas of planning which affect their caring role.
- Develop services, which will provide carers with support, advice and information, either on an individual or on a group basis.
- Monitor and evaluate the Centre's services on an ongoing basis to ensure that the aims are achieved in the most appropriate, efficient and cost effective manner.
- Provide a service to the whole of Fife, which is accessible and available to all carers regardless of race, gender, religion, creed or ability.
- Retain, recruit, develop and value skilled and motivated staff.
- Develop open, honest and accountable relationships with our stakeholders and partners through effective communication.