



Our Purpose:

First Contact Clinical is a social enterprise in South Shields. We strive to make a difference to the health and wellbeing of disadvantaged people and communities by enabling healthy behaviour change.

What we do:

We specialise in delivering person-centred Behaviour Change services and Skills Training to people and professionals. Our front line work shapes what we do. We use real world experiences to gain maximum impact.

This is how we do it:

With Integrity (We mean what we say, and do it.) which means that we.....

- Keep our promises, even if it takes extra effort.
- Practice and encourage open and honest communication.
- Lead by example by working to a high standard and maintaining professional conduct at all times.
- Take responsibility for our actions, take time to reflect on and learn from our successes and mistakes.

With Quality (We never compromise on quality.) which means that we.....

- Take pride in ourselves, our role and the company.
- Ensure the people we work with have an excellent experience that surpasses their expectations.

With Passion (Our beliefs drive our actions.) which means that we.....

- Make informed decisions based on the company's values and purpose.
- Keep going, even when met with resistance, as we strive to demonstrate our values and achieve our purpose.

Together (Strong individuals, stronger team.) which means that we.....

- Listen to and acknowledge the feelings, concerns, opinions, and ideas of others.
- Show respect and value for the skills, experiences and contributions of others
- Share our knowledge, experiences, successes and mistakes with each other so that we can continue to develop as individuals and as a team.
- Go above and beyond with our own work and support others when the situation calls for it

As Pioneers (We create new and innovative solutions from problems.) which means that we.....

- Reflect on our practice, singularly and collectively, evaluating what is working well and what we can improve.
- Are brave enough to test new ways of working that will realise the aims we are working to achieve.

The people we work with will see and experience behaviours that demonstrate our values lived out every day.