

First Community is an employee-owned social enterprise, created in 2011 with the vision of “Rejuvenating the wellbeing of our community” through the provision of ‘First Rate Care’ by ‘First Rate People’ offering ‘First Rate Value’. We provide health and care services across east Surrey and parts of west Sussex and are part of the Surrey Heartlands Integrated

Care System. We deliver the majority of our adult services in the sub geography known as East Surrey Place. We also deliver Children and Family Services in east Surrey through a Surrey wide partnership known as Children and Family Health Surrey.

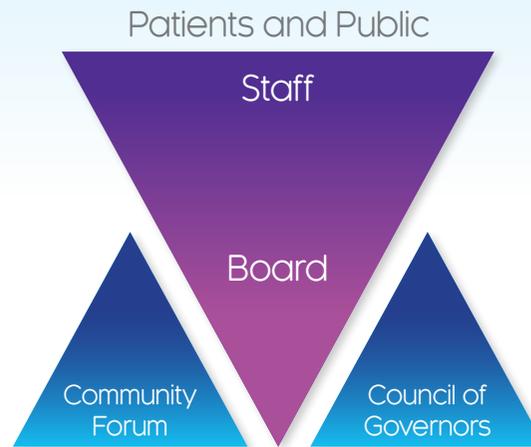
Our Vision

Rejuvenating the wellbeing of our community

Our Mission

First Rate Care by First Rate People at First Rate Value

Our governance



Strategic Approach

Our strategic approach since 2020 has been threefold, and this guides our annual business planning and our strategic direction as an organisation:

- 1. People – System – Organisation.** This means we put people (residents, patients, employees) first, followed by the wider system needs (be it east Surrey place, across Surrey Heartlands or Sussex) ahead of our organisational priorities. We think this is the best way to deliver our vision.
- 2.** We play to our strengths – building on what we have learned we do well over ten years of outstanding delivery. (see below)
- 3.** We do the right things at right geographic scale be that within a Primary Care Network, across east Surrey with our place based partners, or Surrey wide as part of Surrey Heartlands. ‘Right’ is determined by the needs of those who use our services, fit with partners and the delivery of best value to the taxpayer.



Our Strengths

- Delivery of outstanding, safe, services that are continuously improving.
- Adapting our services to support effective system working.
- Maintaining robust financial management and offering excellent Value for Money – investing in the key areas that are critical to our future.
- Being the glue in our system: both in service delivery terms (joining up other parts of care) and by displaying collaborative behaviours.
- Being strong enough to hold uncertainty but adaptable enough to act when opportunities arise.
- Growing through integrated working and service development with partners rather than competition

