

OUR CULTURE

PACT is a supportive and respectful place where people are genuinely passionate about what we do.

At PACT we share a purpose of empowering service users and strengthening families through the quality services we provide. Our energy and professionalism deliver excellence.

At PACT we are open to new opportunities and are continuously looking to progress as an organisation. Our innovation and creativity drive our commitment to make a positive difference to the lives of the people with whom we work. As an organisation we are working to ensure that our staff and services reflect the communities in which we serve.

Through this we aim to create families and bring people together.

OUR VALUES



We are **professional** in our service delivery.

This is demonstrated by:

- the results we deliver for PACT, for the children and families we support and for our partner organisations
- the respect we show to our service users and to our internal and external colleagues, irrespective of differences
- the energy we show in delivering quality services to our high standards for all our different professions



We are committed to maintaining a **positive attitude** that sets us apart.

We achieve this by:

- keeping an open mind and choosing to see the good possibilities of a situation
- accepting change as vital to our efficiency and growth
- actively seeking to recruit and reach individuals from diverse backgrounds in both our workforce and service users
- doing what we say we will do and supporting each other with care and with confidence



We are **innovative** in the way we approach our work.

For us this means:

- we encourage and support our colleagues in identifying and developing opportunities to try out new things
- we continuously work to ensure all staff and volunteers play an important part in influencing the culture and practice of PACT, valuing input from diverse backgrounds and communities
- we consistently take actions that ensure PACT remains a pioneering organisation, always at the forefront in our areas of expertise
- we develop and extend PACT's influence into new areas



We genuinely **desire to help others**.

We strive to make a positive difference for the people whose lives we influence by:

- seeking to place children in safe and caring family environments through our adoption service
- working closely with our adopters to provide lifelong support
 - empowering and supporting women through Alana House women's community project
- supporting families who have been affected by domestic abuse through our Bounce Back 4 Kids programme
- working in partnership with those who use our services and being honest and open in all we do
- listening and responding flexibly to the individual needs of service users and colleagues



Parents And Children Together