



Code of Conduct

South Western Ambulance Service NHS Foundation Trust is fully committed to achieving the values and principles set out in the NHS Constitution (2010) and NHS People Plan (2020/2021).

This Code of Conduct provides guidance for you and your colleagues on how to ensure that actions and behaviours uphold the high standards of conduct required to maintain public confidence in the work we do, and our behavioural principals outlined below.

Our Behavioural Principals

Guiding principle	Indicative behaviours for all our people	Additional behaviours for people managers
We do the right thing	<ol style="list-style-type: none"> We role model the Trust's behaviours and the NHS values We take responsibility and make decisions with high quality patient care in mind We're kind and inclusive - even when we're under pressure When someone is struggling emotionally or physically, we do something about it When others are unprofessional or disrespectful we call them out and challenge them We proactively look after our own health and wellbeing 	<ol style="list-style-type: none"> We support diversity and inclusion through our decisions and actions We tackle unprofessional behaviour immediately We give honest, evidenced performance feedback, regularly We make decisions and take actions that are just, fair and transparent We prioritise the team's health, wellbeing and performance We trust our people to do their jobs to the best of their ability
We're empowered to achieve	<ol style="list-style-type: none"> We take pride in performing as well as we possibly can We achieve the best results possible for patients If there is a faster, more effective or efficient way of doing things, we speak up We know how to prioritise our work effectively We seek help to inform our personal development We are open to feedback and we learn from our mistakes 	<ol style="list-style-type: none"> We jointly agree clear goals that align with the Trust strategy and hold colleagues to account for delivery We provide regular coaching and feedback on performance and offer support for ongoing development We ensure that decision making authority is at the right and most appropriate level We ensure team are empowered and equipped to deliver consistent high quality patient care or support services We clearly define the boundaries of empowerment We ensure our infrastructure enables people to perform
We're in it together	<ol style="list-style-type: none"> We work towards agreed and common goals Collaboration with other colleagues and teams is the way we work We look for the positive in what others are saying We take time to listen to alternative points of view We encourage others to express opinions and ideas We consider the impact of our actions on others; if we challenge others, it's with positive intent 	<ol style="list-style-type: none"> We create a 'one team' culture We encourage collaboration across departments, areas and the NHS system We improve how work flows across the organisation by working in a joined up way We share best practice across the organisation We celebrate individual and team successes We scan the horizon to ensure that the team and the Trust are fit for the future

Application of our Code of Conduct

Our Code of Conduct is a contractual term and so:

- Please take the time to understand this code and how it relates to your work. You are encouraged to seek further advice from your Line Manager, HR Business Partner, or Staff Side Representative if you are unclear on any aspect of this code.
- Please do keep in mind that failure to comply with our code could mean progressing concerns formally through the appropriate Trust Policy.





Our Code of Conduct means

You have a right to:

- Feel safe at work, and continue in your role free from harassment or intimidation regardless of disability, sexual orientation, sex, race, religion or belief, pregnancy and maternity, gender reassignment or age.
- Speak up and raise a concern if you feel you are a victim of bullying, harassment or intimidation and have this complaint taken seriously and properly investigated.
- Feel valued in an inclusive working environment where equality and diversity is understood, promoted and embraced.
- Be listened to, and supported – your health and wellbeing is our main priority.
- Be spoken to politely and be treated with respect by everyone you come into contact with.
- Be treated fairly and courteously by colleagues, and those outside the organisation.
- Be treated fairly and consistently in recruitment, training and promotion.
- Be valued for who you are and what you believe.

You have a responsibility to:

- Ensure your behaviour both inside and outside of work or whilst representing South Western Ambulance Service, does not reflect negatively on our Trust in a way that would bring its reputation into disrepute or cause a loss of public confidence in its work.
- Demonstrate professional and respectful behaviour which includes social media posts, and all other interactions whilst representing our Trust. This includes not making, permitting or knowingly allow to be made, any untrue or misleading information relating to your duties or the Trust.
- Speak up if you are made aware of or are witness to any improper conduct, including any act of harassment or discrimination.
- Never discriminate against patients, staff or stakeholders and adhere to equal opportunities and equality.
- Remember to treat everyone how you wish to be treated regardless of who they are.
- Protect the confidentiality of personal information and that of patients and colleagues.
- Challenge attitudes and develop awareness of the impact of any such behavior, Don't be a Bystander.
- Act professionally when dealing with your colleagues, treat them as individuals and show sensitivity to their needs.
- Consider others when carrying out work responsibilities; remember we're in it together.
- Express points of view without being aggressive or overbearing.
- Learn from mistakes.
- Take responsibility for personal learning and development and support this with colleagues.
- Be honest and truthful.
- Play your part in ensuring the success of the NHS and the delivery of high-quality care.