



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).

This Code of Conduct provides guidance on how we can all ensure that our actions uphold the high standards of conduct required to maintain public confidence in the work we do, in line with the Trust values and behavioural principles outline below.



One Team

We are one team; working together in new ways and without unnecessary hierarchy. We trust each other to be ambassadors for our service, working with professionalism and integrity, striving for equal participation from all, with patients as our focus. The ways in which we work, our systems and processes, by design, enable connection and partnership working.



Compassionate

We treat patients and colleagues as we wish to be treated; with kindness, empathy and understanding. We look after ourselves, care for each other, and speak up about poor behaviour or practice. We create a safe environment for all by being self-aware, reflective and accountable for our own actions.



Innovative

We listen and learn, striving to continually improve and develop. We celebrate the contribution of everyone. With energy and determination we will transform our ambitions into reality by supporting innovation. We see our successes as the achievement of high performance, measured through our efforts, our behaviours and outcomes.





Sexual Safety Charter

The Trust has a zero-tolerance approach for any behaviour that negatively impacts the sexual safety of you and your colleagues. The Trust's safety sexual charter is aligned to this code of conduct.

Everyone has the right to feel safe from sexual harassment.

It is your right to never feel uncomfortable, frightened, or intimidated in a sexual way. What should you do if you have concerns?

It is not OK if you have experienced any form of verbal and/or physical sexual harassment, abuse, or sexually motivated attention within our workplace. We want you to speak up and share your concerns with the person you feel most comfortable with, whether this is your line manager, union representative, mentor, or freedom to speak up guardian. If you speak to someone and remain unhappy, speak to FTSU, or escalate – your concern remains our concern until we have listened, learnt, and responded as appropriate under Trust Policy.

What is our Trust's Commitment To Sexual Safety?

We will work to promote everyone's sexual safety. We have a zero-tolerance approach for any behaviour that negatively impacts the sexual safety of you and your colleagues.

This means we will always take your concerns seriously and with empathy and understanding. No one will suffer any detrimental treatment from raising a concern, and full support and guidance will be provided. These principles apply to all who have experienced sexual harassment and those who have witnessed it.

All those who work and engage with our organisation are expected to commit to these sexual safety standards and keep everyone safe from harm.

- I will always be conscious of how my behaviour makes others feel and I will change my behaviour if needed. I will ask for help with this if I need to.
- I will speak up on behalf of others if I see or hear about someone else being hurt, harassed, or assaulted, sexually, physically, or verbally.
- I will be aware of the imbalance of power that may exist between me and my
- colleagues, volunteers, bank workers, private ambulance providers and students because of the role I hold and will be mindful of this in all my interactions with them.





- I will not take advantage of my position of power.
- I will not coerce or persuade someone else, through social media or in person, to engage in sexual activity with me.
- I will declare relationships that I engage in within my workplace so that I can be open about these with my manager and ensure support and action to address any unintentional conflict this could create.

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.

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 behaviour,
- 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.

