

# Our culture charter

Our NHS values underpin not only how healthcare is provided to our patients and carers but also how we behave towards our colleagues and our people.

We are one big, diverse team, united by a desire to provide better health and care for all. Our people priority is to build a culture at work where our people feel safe, healthy and supported. Our people promise is how we work together to improve the experience of working in the NHS.



## Our Board's pledge to our people\*

- We do not tolerate any form of discrimination, harassment, bullying or violence
- We each have a responsibility and role to play in making the NHS a place where we all feel we belong
- We will promote a culture that fosters openness and transparency and does not tolerate unwanted, harmful and/or inappropriate behaviours

\* our people includes all our staff, bank staff, contractors and students on placement



## What our people can expect from us

- We lead our people and manage our processes in line with our compassionate leadership approach: we include with care, we listen with genuine curiosity, we act with courage
- We listen with respect to the voices and lived experience of colleagues, patients, and all individuals and groups who experience discrimination or lack of fair representation.
- We work together with our people to identify, reduce and remove inequalities within our organisation
- We use our influence and our voice to assist others within our local communities to address discrimination, inequality and unfairness
- We acknowledge that past action has failed to bring about the change we need to see and we recognise and are accountable for our own role in creating a fairer and more inclusive environment in and at work

## Our values

Everyone counts  Commitment to quality  Improving lives  
Working together for patients  Dignity and respect  Compassion

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## What we expect from our people

- We all recognise that people are different and value people for their difference
- We all treat people fairly, with respect and without bias
- We all take personal responsibility for our own words, behaviour and actions and understand our role in creating a fairer and more inclusive workplace
- We all challenge bullying and harassment when we see or hear it, and report concerns
- We all listen and learn from the experiences of others. We listen with care and with curiosity and are respectful of people's lived experience



## What we will do together

- Through our actions, words and behaviour, we create a workplace where everyone feels safe and confident to speak up
- We work together to reduce and remove unfairness and discrimination within our communities, within the NHS and our partner organisations and within society as a whole



## How to report concerns

It is important that we lead through including, listening and acting and behave in accordance with our culture charter.

If you're concerned that someone's actions are not in line with our charter or you need advice on a related issue, you can seek help from:

- your line manager and immediate team members, or your line manager's line manager
- our employee relations team
- your trade union representative or professional body
- our freedom to speak up guardian
- the occupational health, employee assistance programme, chaplaincy and other wellbeing services
- staff networks including our wellbeing buddies, the ethnic minority network, LGBTQ+ network, carers network, mental health forum, business equality forum
- mediation
- our whistleblowing policy.