



PPC Code of Conduct 2025

Date of issue (communicated to staff):	March 2025
Next review date:	March 2026
Document author:	Mike Parsons – Managing Director

Purpose

Our Code of Conduct sets out expected behaviours for colleagues, not just in how we treat each other but also the people we interact with as representatives of PPC and our individual professions.

Our code is a great resource, but it doesn't cover every situation you may face on the job, so it's important to use good judgement and to ask for help if you're not sure on the right course of action.

Our Values

Our code builds on our shared values. Our values are much more than words, they set out what we stand for and what matters to us:

- We care about our work colleagues, our families and children that we work with and the other professionals we liaise with during our working day.
- We are experts in meeting the needs of those who use our service.
- We provide quality services and experiences for families, children/young people and colleagues.
- We work together inclusively and respect each other at all times.

The Code

We act with compassion- see below
We enable a just culture- see below
We respect others- see below
We support the team- see below
We act as ambassadors- see below

We look after our own and our team members health and wellbeing- see below
We adhere to health and safety requirements- see below
We apply confidentiality- see below
We comply with organisational and professional rules and requirements – see below
We maintain good attendance- see below

Living the Code

Living the code – in any situation/ event/decision ask yourself:

- Does it reflect our values?
- Is it the best thing for colleagues, families and other settings who use our services?
- How would I feel if someone else finds out about it?

If the answer is a “no”, “not good” or “not sure” to any of these questions you should stop and reconsider. It is always appropriate – in any situation, under any circumstances – to ask for help.

Ways to raise concerns at PPC

- If appropriate and safe to do so, try to resolve the issue with the other party first – have a conversation
- Discuss with your manager – e.g. Mike Parsons (managing director)
- If speaking to Mike is not appropriate, please speak to either Victoria Mullan (Managing Director)

Our code in more detail

Act with compassion

Do

- be kind to yourself and others and take the time to listen
- seek to care and be empathic
- support and value diversity
- be self-aware be aware of the neurodiverse communication needs of colleagues

Don't

- do not communicate insensitively
- do not be task-focused at the expense of being people focused
- do not disregard or belittle others' feelings and opinions
- do not be abrupt or unapproachable
- do not let your mood affect how you treat others

We enable a just culture

Do

- be honest when things go wrong
- take responsibility for your actions
- acknowledge and report mistakes
- identify errors and learn from them

- make constructive suggestions
- be open to constructive suggestions from others
- look holistically at errors and root causes

Don't

- do not blame others
- do not ignore or cover up mistakes
- do not become disengaged
- do not fail to ask for help/advice
- do not fail to report mistakes or concerns

We respect others

Do

- use language which is respectful
- be prepared to see things from another person's perspective
- provide constructive feedback
- be welcoming and include others
- speak up and escalate concerns constructively
- respectfully challenge inappropriate behaviour when you see it or hear it
- acknowledge if you have caused offence to others and apologise
- give recognition for dedication. Remember a thank-you goes a long way

Don't

- do not swear, or use abusive, discriminatory or threatening language
- do not use gestures, comments or body language to make another person feel uncomfortable
- do not bully, harass, victimise or discriminate against others
- do not apply persistent and unreasonable criticism
- do not make unwanted physical contact
- do not lie or deliberately leave out information
- do not treat others as inferior or incapable or patronise them
- do not make disrespectful communications, including on social media
- do not engage in banter and joke telling which pokes fun at colleagues which may impact on their dignity at work
- do not exclude and ignore colleagues
- do not spread malicious rumours and gossip
- do not publish, circulate, or display pornographic, sexually suggestive, or otherwise offensive material or pictures

We support the team

Do

- support your colleagues, working collaboratively and flexibly
- know your role in the team
- build rapport with your colleagues and share best practice and learning
- act on feedback received

Don't

- do not ignore needs and requests from colleagues
- do not be reactive rather than proactive
- do not lack engagement
- do not do the bare minimum

We act as ambassadors**Do**

- create a positive image of the service to our children and families, and the public, both at work and in social settings
- treat PPC property with respect
- keep a clean and suitable appearance, considering the job you do, and wear the provided uniform if appropriate
- always comply with our social media policy statement

Don't

- do not create a negative image of PPC, to our children, families, and the public, through what we say and how we act.

We look after our own and our team members health and wellbeing

Our individual wellbeing and that of our colleagues is our priority. Health is important to us.

Do

- look after yourself and your colleagues.
- make time for you, your family, friends and interests as well as work
- plan annual leave and rest at regular intervals
- attend medical appointments as required, including occupational health appointments
- maintain your general fitness for work to be able to undertake your duties safely and effectively
- advise PPC of personal or medical problems which may impact on your safety, work performance or attendance

Don't

- do not report for duty under the influence of alcohol, drugs, or other substances or consume alcohol, misuse drugs or other substances during any period of duty
- do not fail to report medical problems which may impact on your wellbeing and ability to carry out your duties safely
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We adhere to health and safety requirements**Do**

- ensure you are aware of and follow all Health and Safety procedures in your work area
- carry out instructions concerning health and safety
- work in a way that does not put colleagues, others, or members of the public at risk

- wear any personal protective equipment provided
- report accidents and near-misses
- report health and safety concerns

Don't

- do not work outside of health and safety requirements in your area
- do not fail to wear the personal protective equipment provided for you
- do not bring equipment or items into the workplace which pose a health and safety risk to yourself and others
- do not undertake actions which pose a safety risk to yourself and others

We apply confidentiality**Do**

- maintain the confidentiality of information which may include personal data, business/intellectual property data
- prevent unauthorised persons gaining access to any confidential information either by discussing in public areas or failing to ensure paper or computer records are protected from access or theft
- report any data security or confidentiality breaches
- maintain the safety and security of IT systems within the expectations of your role
- always comply with our social media policy statement

Don't

- do not disclose information to the press or any third party without the expressed permission of the Information Asset Owner
- do not discuss confidential information with family, friends or others outside work

Comply with organisational and professional rules and requirements**Do**

- comply with anti-bribery & corruption rules
- notify Mike PARsons if you accept a caution, or you are charged with, or convicted of, a criminal offence
- ensure additional employment does not adversely affect your ability to fulfil your role at PPC.

Don't

- do not accept a gift, money, hospitality, trips, or any other consideration by way of an inducement or reward
- do not abuse your position for personal gain or to benefit family or friends
- do not commit theft or fraud (including false pay and expenses claims), cause deliberate damage to property or colleagues through physical or verbal assault

Maintain good attendance**Do**

- attend work regularly and on time

- follow local reporting processes for absence including sickness and annual leave

Don't

- do not regularly turn up late
- do not take unauthorised absence
- do not fail to report your absence

Acknowledgment By signing below, I acknowledge that I have read, understood, and agreed to adhere to Total Children's Therapy Code of Conduct.

Name: _____

Signature: _____

Date: _____

Updated By Mike Parsons
PPC Managing Director
March 2025
Review due March 2026