



FPA values and behaviour statement

The values that drive FPA and the behaviours that underpin them are:

FPA values the broad range of experience and individuals within the organisation

We will:

- seek to develop positive open relationships with one another
- take a sense of ownership and pride in our organisation
- listen and respond to issues raised by one another
- share our thoughts and experiences on working practices
- support one another
- utilise available resources to develop ourselves
- follow procedures that are in place to promote staff wellbeing
- treat one another across the UK equitably
- demonstrate respect for one another
- be consistent in our communication with one another
- seek meaningful service user involvement.

FPA values integrity, equality and diversity

We will:

- acknowledge our mistakes and learn from them
- endeavour to be consistent and reliable as individuals and as an organisation
- stand by our pro-choice principles
- recognise our personal responsibility for corporate responsibility
- actively seek to recruit staff and trustees from a diverse range of backgrounds
- ensure the FPA equal opportunities policy underpins our procedures, policies, behaviours and delivery of services.

FPA values transparency in our internal and external communications

We will:

- be clear and honest about our boundaries
- adhere to best practice relating to confidentiality
- be realistic about what we can offer
- acknowledge and rectify poor practice
- be honest about mistakes and take responsibility for mistakes
- offer explanations even if we are unable to resolve complaints.

FPA values high quality and innovation in everything we do

We will:

- utilise the resources we have to increase our effectiveness and efficiency
- be realistic about timetables and deadlines
- ensure that we robustly measure the quality of our work
- embrace the use of new technologies where it will increase quality
- be willing to take risks and innovate
- be open to collaboration if it will deliver better quality outcomes
- share good practice and be willing to learn from others.