

## Appendix 1

An update to the document requested at Strategy & Resources Scrutiny Board 16/10/23



# You said, we're doing – workplace mental health

DO NOT

Area of focus	Position in October 2023	Position in June 2024
<p>How are we making the most of our Mindful Employer status?</p>	<p>We have a really good relationship with Mindful Employer and there are a number of organisational benefits to being a member.  <u>Examples:</u> we speak in the promotional video showing our support and speaking of our membership benefits which helps to raise our profile as a good employer.                      There are great networking and good practice-sharing opportunities, for example, we contributed to the Mindful Employer conference by being on an organisational panel and sharing experiences. We are currently working with a number of Mindful Employer accredited organisations on the upcoming Mindful Employer conference. We have forged good relationships through our membership with other partners across the city which aids collaboration.</p>	<p>We continue to take our Mindful Employer status seriously by being an active member of the recently refreshed Mindful Employer Steering Group and of the Mindful Employer Conference 2024 task and finish group. The latter group worked across organisational boundaries to organise a city-wide conference on 21<sup>st</sup> May which brought together key employers across the city to connect, collaborate and learn.</p>
<p>We think there are opportunities to improve our menopause offer. Can we make sure the potential impact on Trans staff (who can experience menopause early is acted upon)</p>	<p>We run regular menopause cafes which are really well-attended and we have held bespoke sessions within services with clinical input. We welcome the opportunity via Scrutiny Board members to link in and benefit from broader expertise and contacts.                      We will make sure that our offer fully takes into account the potential impact on Trans staff. Please note our original guidance has been developed in collaboration with Councillor Jools Heselwood, trade union colleagues and our staff networks. Menopause Awareness Training we deliver to Managers states <i>“Although the majority of people who experience menopause will identify as women, other people – for example trans, non-binary- and intersex people may also experience the menopause. We have used the terms 'women' and 'people who experience the menopause' in this training but, the</i></p>	<p>We continue to build our support package around menopause and it includes Let’s talk menopause – targeted at managers, Menopause cafes (for anyone but often attended by those experiencing menopause) both on MS Teams and in person and there are a whole host of tools and resources available.</p>

<p>What about a menopause network?</p>	<p><i>guidance and the training are inclusive of all people who experience the menopause and applies to everyone.</i></p> <p>The menopause cafes provide a good opportunity for peer support (and have included a clinical element provided by our qualified Occupational Health advisors) There is always more we can do to promote the cafes and increase participation in them, sessions are delivered on teams and face to face. Our women’s voice network also discusses a range of menopause related issues.</p>	<p>We are not pursuing a network at this time due to networking opportunities already in place informally through our menopause cafes and training sessions.</p>
<p>What does our training programme for managers look like?</p>	<p>We have a good training offer available to managers which includes let’s talk sessions, occupational health-led sessions, sessions led by our Mental Health First Aiders and Healthy Minds network, short online learning modules, and training opportunities for Health and Social Care managers through our partnership arrangements.</p> <p>Wellbeing is a core theme running throughout our Be Your Best offer and it is a theme regularly discussed in our Be Your Best Manager Community.</p> <p>We are currently in the process of updating our Mental Health toolkit on Insite and part of this will involve clearer signposting to the wealth of training available and packaging up of training topics to make our offer easier to navigate for managers. We will bring further detail about our training offer and toolkits at our next Scrutiny Board update.</p>	<p>Our training offer has been reviewed and improved, with a particular focus on improving learning opportunities for managers.</p> <p>Later this year a core module for managers “Be Your Best on Health, Safety and Wellbeing” will be launched which will give all managers a strong foundation in the core areas they need knowledge of.</p>
<p>Do we train on trauma-informed leadership techniques and ACES in our management training programme?</p>	<p>We link up closely with Adults &amp; Health and Childrens’ &amp; Families and are in the process of setting up an internal Workplace Mental Health Group to share approaches and benefit more widely from the expertise in Adults &amp; Health and Childrens’ &amp; Families directorates and through Public Health partnerships.</p>	<p>Through the establishment of the workplace Mental Health Action Group, we are joining up conversations and working together to make improvements to workplace mental health.</p>
<p>Could we explore offering works’ time for short meditations eg. 3 minutes</p>	<p>Some colleagues already benefit from meditation and mindfulness. For example, there is a mindfulness session delivered by a Unionlearn colleague, there have been sessions for Merrion House colleagues and there are also opportunities to access wellbeing-related prompts/videos/apps using Viva insights on MS Teams. We will explore this proposal further with our mental health first aiders and wellbeing champions to understand service/team appetite for this.</p>	<p>We are working closely with services to look at what works for them, paying particular attention to working patterns so as not to create unintended pressure. There are some excellent examples of tailored wellbeing activity for frontline workforces that is making a real difference (examples included in the full Scrutiny Board report)</p>

<p>How will you tackle stigma?</p>	<p>We will update further on this when we return to Scrutiny Board in March 2024 but through the following:</p> <ul style="list-style-type: none"> <li>-reinforcement of our values and behaviours</li> <li>-through opening up conversations about mental health at all levels of the organisation</li> <li>-through education and training</li> <li>-through being conscious of the language that we use</li> </ul>	<p>Since the last update, we have held two Mental Health First Aider Connect events which have brought Mental Health First Aiders together to understand our Workplace Mental Health and Wellbeing priorities, our shared work programme and provided an opportunity to connect and share. At this event, our Chief Executive talked openly about his personal experiences and reiterated his support for removing stigma wherever possible. A further session is planned with extended BCLT to open up conversations across the wider senior leadership community and examine practice.</p>
<p>Can you tell us more about the counselling/supervision support available for our Mental Health First Aiders (MHFAS)...</p>	<p>We have a mental health first aid steering group which we are growing. We regularly bring together our mental health first aiders to join up, share good practice and benefit from peer support. We are in discussions with our employee assistance programme (VIVUP) to offer individual and group clinical supervision to our Mental Health First Aiders. We are also exploring with partners in Public Health (Caron Walker) the opportunity to enhance our supervision offer by tapping into the support that is offered to our city-wide mental health first aiders.</p> <p>We are working with our Mental Health First Aiders (MHFAs) to secure a more connected community feeling and explore ways to proactively support colleagues before crisis and ensure our MHFAs receive the support they need too. We also gather data around the interactions they have and the types of issues being raised. Knowing the themes that regularly come up will enable us to better support and/or upskill them.</p>	<p>We are still exploring whether or not our partners in Public Health can offer clinical supervision opportunities for our internal Mental Health First Aider community or if they can tap into something that is provided across the city.</p> <p>For our part, we have set up regular coffee and decompression opportunities at our Belle Isle Hub. We have also held two Mental Health First Aider Connect events where we emphasised the importance of outlets with a dedicated session on Mental Health First Aider self-care. Quality resources like the "self-care wheel" were also shared with the group and the session received good feedback.</p>
<p>Can we make sure we include addiction awareness in our training programme</p>	<p>We provide quality signposting to good resources around addiction. Addiction awareness is part of our Healthy lifestyles programme (a session with various speakers covering food and nutrition, physical and mental health and financial wellbeing) but there is more we can do in this important space and we will review our wellbeing/mental health-related training offers.</p> <p>We work closely with colleagues in Public Health who implement actions as part of the Council's sign up to the Health Weight</p>	<p>The Healthy Minds Network has chosen "Addiction" as its' priority area to work on in 2024 and we are working closely with the network to align our work programmes and do all we can to raise awareness around this important topic.</p> <p>There are opportunities in our planned 2024 #BeWell conference (20<sup>th</sup> November) to cover this topic and also in our next financial wellbeing week.</p>

	Declaration and will also explore potential action we can take with that group.	
Can we avoid sending out letters to those already absent due to stress	We are looking at this as part of our ongoing work around absence management and will update more fully when we return to Scrutiny Board. We are keen to involve our MHFAs within this process to ensure colleagues receive independent support whilst sick.	This remains under review. Since the last update, work has been undertaken to improve the level of signposting to wellbeing support provided within absence management letters.
How will we reduce stress in the current challenging financial climate	<p>In a number of ways and by using the right approach at the right time. A few examples below:</p> <ul style="list-style-type: none"> <li>• Through leading by example</li> <li>• Through clear, open and honest communications</li> <li>• Through employee voice and involvement</li> <li>• Through quality training opportunities like our “Let’s talk stress” (employees and managers) and “Let’s talk supporting staff at work (for managers)</li> <li>• By increasing manager confidence to have regular wellbeing conversations, to carry out robust stress risk assessments (individual and team), to open up conversations about mental health, to be proactive through use of the Supporting Staff at work package</li> <li>• Through supporting individuals to manage their own symptoms (by raising their awareness, Occupational Health-led sessions, local sessions by Mental Health First Aiders and Wellbeing champions)</li> <li>• Through close partnership working (HR/Trade Unions/Health, Safety and Wellbeing team) to better understand the reasons behind stress/anxiety/depression-related absence</li> </ul>	Please refer to the full scrutiny board report which includes further detail about valuable work being undertaken in frontline teams most affected.
Are we aware of those under real stress?	Yes – we are aware of the priority services/teams that need our support and taking action. We are aware of these through some of our workforce survey data but other mechanisms too including, but not limited to: our occupational health referrals, employee assistance data (at a directorate level), absence management information, five wellbeing pulse surveys, our recent staff engagement survey, feedback through our business partnering network, feedback to our Freedom to	

	<p>Speak Up guardian, engagement statistics from VIVUP, mental health first aider and wellbeing champion feedback.</p> <p>Our joint HR/Trade Union wellbeing group meets regularly to discuss mental health and wellbeing in the workplace. A standing feature of that meeting is to discuss the teams most affected.</p>	
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