

Overall responsibility: Gill Elder Group Manager HR

Section 1 - Actions 2018/2019:

Continue to promote effective workload management and prioritisation:			
Action	Who	Timescale	Progress Update – May 2018
<p>Reduce stress and address issues around “presenteeism”: Identification of wellbeing initiatives and learning interventions arising as part of the Health Check initiatives in CYP and ASCHPP departments, and implementing associated actions</p>	<p>Bev Cordon / Sue Jeffery Senior Business Partners HR/WPOD</p> <p>Helen Richardson Senior Business Partner HR/Workforce Planning & Organisational Development</p> <p>Departmental Workforce Development lead officers</p> <p>Trade Unions</p>	Ongoing	<p>HR/WPOD Business Partners continue to provide targeted HR support working with departmental workforce leads to deliver actions to deliver the learning and wellbeing priorities identified.</p> <p>Examples:</p> <ul style="list-style-type: none"> • HR surgeries in absence “hotspot” areas • Providing a good induction at corporate and departmental level • Improving the quality and effectiveness of EPDR / supervision • Highlighting the range of workforce development support available at corporate and departmental level • Promote the recently updated intranet “well-being” pages • Public health commissioned to undertake targeted research into absence levels

<p>Facilitate Flexible Working: Improve the mobilisation of the NCC workforce, including the further roll out of mobile devices to improve flexible working and work/life balance</p>	<p>Smarter Working Programme team</p> <p>ICT</p>	<p>Ongoing</p>	<p>Continued rollout of tablet devices/ laptops across NCC to facilitate mobile / home working, including accommodation redesign as part of Smarter Working programme</p>
<p>Support NCC managers and individual employees to maintain good mental health</p>			
<p>Action</p>	<p>Who</p>	<p>Timescale</p>	<p>Progress Update</p>
<p>Employee engagement and awareness: Building on the Managers Guide to Mental Wellbeing developed jointly in conjunction with the trade unions, tailored guidance developed for all NCC employees to raise awareness of how to support colleagues experiencing mental ill health at work and associated learning materials</p> <p>Consider the findings of the Stevenson-Farmer independent review into workplace mental health</p>	<p>Helen Richardson Senior Business Partner HR / WPOD</p> <p>Trade Unions</p> <p>Public Health</p> <p>Joint work with trade unions engaging managers and frontline employees</p>	<p>May 2018</p> <p>Ongoing</p>	<p>New e-learning on mental health awareness to be launched during mental health awareness week (14-20 May)</p> <p>In conjunction with Public Health, courses on Mindfulness and Resilience commissioned</p> <p>New employee wellbeing intranet site to signpost to mental health resources</p> <p>Explore extending the role of workplace health champions to include training to sign post employees to support and assistance when experiencing poor mental health or well- being. Professor farmer invited to work with Extended Leadership Team.</p>



<p>Promote the Council's Stress Audit tool for managers:</p> <p>Continue to provide an effective stress audit tool and associated action planning process to enable managers to identify and action plan to address any stress issues at local level</p>	<p>Helen Richardson Senior Business Partner HR / WPOD</p> <p>Occupational Health and Wellbeing team</p> <p>Health and Safety Team</p>	<p>Ongoing</p>	<p>Current "Well-Worker" system to undergo supplier upgrade and will then be relaunched</p>
<p>Develop and embed a Coaching Culture across NCC:</p> <p>Enable all NCC managers to appropriately support employees on an individual basis to realise their full potential and identify creative solutions to moving forward and maximise their skills, knowledge and performance</p>	<p>Helen Richardson – Senior Business Partner HR/WPOD</p> <p>HR/WPOD team</p>	<p>Ongoing</p> <p>Ongoing</p> <p>April 2017 onward</p>	<p>Manager as Coach programme is now available to all those with line management responsibilities.</p> <p>Qualified Coach network operating across the Council, offering individual and team coaching opportunities.</p> <p>Individuals can self-refer or managers can refer on their behalf.</p> <p>Conversations about the value of coaching is embedded in the EPDR process.</p>



Employee Counselling Service: Continue to enable NCC employees to access counselling through third party provider (Care First) for work related issues through management referral subject to ongoing budget	Helen Richardson Senior Business Partner HR / WPOD HR Business Partners	Ongoing	Regularly promote to employees and managers through HR casework and intranet publicity.
Ongoing promotion of better workplace health / awareness raising:			
Action	Who	Timescale	Progress Update
Access to healthcare provision: Promotion of "Westfield Healthcare Scheme" (a staff health cash plan at a discounted rate for NCC employees, covers optical and dental needs and any new medical conditions with cash back for everyday healthcare costs including physiotherapy, chiropody and homeopathy)	Helen Richardson Senior Business Partner HR / WPOD HR Business Partners	Ongoing	Further publicity of scheme at NCC Health and Safety and wellbeing events currently: <ul style="list-style-type: none"> • Learning at Work event 15 May 2018 • Ongoing via intranet • Promote to new starters as part of induction
Employee information, guidance, awareness raising: Develop, update, promote and maintain the new employee wellbeing intranet site information recently demonstrated to Personnel Committee	Helen Richardson Senior Business Partner HR / WPOD HR/WPOD Business Partners	April 2018	New employee well-being site launched April 2018 Information and Resources feature: Physical Wellbeing Mental Health Wellbeing Living Well Workplace health champions and wellbeing



	Occupational Health and Wellbeing team Public Health		events Health and wellbeing support at NCC Terminal Illness and bereavement Volunteer Workplace Buddy Scheme Workplace Chaplaincy Service
Development of new initiatives to promote wellbeing at work Workplace Buddy Scheme – to enable employees to access a buddy to help them remain in work or return from long term absence Workplace Chaplaincy Service – a multi-faith service offering a listening ear (initially based on the West Bridgford campus)	Helen Richardson Senior Business Partner HR / WPOD	April 2018	Workplace Buddy Scheme and Workplace Chaplaincy Service launched April 2018 Regular publicity via Team Talk/Intranet Review progress and lessons learned and use to develop provision going forward
Workplace Health Champions: Maintain the pool of trained Workplace Health Champions across NCC	Helen Richardson Senior Business Partner HR / WPOD	Ongoing	Regular refresh of publicity drive on intranet inviting expressions of interest in becoming a WPHC As mentioned above develop the role to include mental health champions



<p>Support for employees to make healthy lifestyle choices:</p> <p>Research and deliver proactive wellbeing initiatives and interventions through a mixed economy of internal practitioners and external providers and seek funding streams where applicable</p>	<p>Helen Richardson Senior Business Partner HR / WPOD</p> <p>Occupational Health and Wellbeing team(OH Nurse Advisors)</p>	Ongoing	<p>As part of maintenance of Platinum level Well Being at Work Award standard</p> <p>Continue to work with Public Health to identify common synergies and publicise commissioned provider offers to NCC workforce.</p> <p>Promote through events during 2018/19 including:</p> <ul style="list-style-type: none">• Learning at Work event County Hall 15th May 2018• National awareness weeks eg Mental Health awareness week 14-20 May and Dementia Action Week 21-27 May• Targeted wellbeing interventions for schools as part of sold services offer
<p>Maintaining a Smoke Free Workplace:</p> <p>Support Public Health on workforce implications of NCC Tobacco Declaration Plan and fulfil duty of care in respect of creation of a Smoke Free working environment of all employees</p>	<p>Public health</p> <p>Helen Richardson Senior Business Partner HR / WPOD</p> <p>Trade Unions</p> <p>NCC Health and Wellbeing Board</p>	Ongoing	<p>Review as necessary to ensure continued effectiveness/impact of NCC Smoke Free Workplace policy in practice</p>

<p>Protection of infection and reduction of associated risk and absence</p> <p>In conjunction with Public Health, promotion of seasonal Flu voucher scheme 2018/19 targeted at front line NCC employees delivering services to vulnerable service users.</p>	<p>Helen Richardson Senior Business Partner HR / WPOD</p> <p>Occupational Health and Wellbeing team</p>	<p>August 2018 onwards</p>	<p>Employee survey undertaken April 2018 by Public Health to ascertain reasons for employee take-up/non take-up</p> <p>(Over 700 vouchers issued 2017/18)</p>
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