

Appendix D - Corporate Employee Health & Wellbeing Action Plan 2015-2018

Update on actions in progress as at September 2015:

Overall Responsibility : Claire Gollin Group Manager HR

No.	Action	Who	Timescale	Progress Update
1. Support NCC managers and individual employees to maintain good mental health through change				
1.1	Tailor and roll-out "Sharing Responsibility for Future Success" LDP learning materials to the wider workforce including: eLearning resources, Apps, booklet etc. Will enable all NCC employees to take responsibility for their own psychological wellbeing and develop robust attitudes and resilience towards challenging events	Helen Richardson – Senior Business Partner Workforce Planning and Organisational Development (WPOD) WPOD team	By end 2015	eLearning materials under development for roll out across whole workforce late 2015
1.2	Review of Occupational Health Service structure to maximise the planning and deployment of OH Practitioner resources more effectively from an appropriately qualified clinical overview and increase customer responsiveness, thereby reducing waiting times	Claire Gollin Group Manager HR Bev Cordon Senior Business Partner HR	From September 2015	As agreed at Personnel Committee 1 st July 2015 Senior OH Nurse Advisor post appointed to from September 2015



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No.	Action	Who	Timescale	Progress Update
2. Promote effective workload management and prioritisation to reduce stress and tackle presenteeism				
2.1	Promote the relaunch of the Well-Worker stress audit tool and associated action planning process to identify and address any stress issues	Bev Cordon Senior Business Partner HR Occupational Health and Wellbeing team	November 2015	In conjunction with development of mental wellbeing resources (see part 3) and National Stress Awareness Day
2.2	Contribute to the completion of the 2015 Social Care Health Check initiatives in CFCS and ASCHPP, and take any appropriate actions	Bev Cordon / Sue Jeffery/ Helen Richardson Senior Business Partners HR Departmental Social Care lead managers Trade Unions	Ongoing	HR Business Partners actively working with departments to identify “hotspot” areas and develop action plans to reflect current outcomes and priorities
2.3	Use feedback from 2013 Employee Survey about work -life balance and wellbeing to inform the key themes of the Council's new Workforce Strategy	Marjorie Toward Service Director Customers and HR Claire Gollin	September 2015 onward	Workforce Strategy 2016-18 to be launched early 2016

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		Group Manager HR		
2.4	Improve the mobilisation of the NCC workforce through the roll out of mobile devices to frontline staff to improve flexible working and work/life balance	ICT Ways of Working programme team	Ongoing	Wider roll out across NCC in progress over 1,000 employees have been deployed Thinkpad devices since the launch of the Smarter Working Programme in February 2015
2.5	Update Employee Performance and Development Review process to include specific reference to having individual conversation about workloads and any impact on health and wellbeing	Helen Richardson – Senior Business Partner WPOD WPOD team	By end 2015	Designed and developed for Autumn 2015 launch to coincide with launch of Workforce Strategy 2016-18
2.6	Enable all NCC managers to monitor workloads, support their staff through change and offer appropriate support on an individual basis	Helen Richardson – Senior Business Partner WPOD WPOD team Corporate Communications	Ongoing	Linked to above, embed a Coaching Culture across the Council and develop a corporate coaching framework “Manager as Coach” development programme launched in early July 2015 for all Team Managers and above as part of Leadership Development Programme Institute of Leadership and Management programme to train a cohort of c30 professionally qualified in house coaches - launch commenced July 2015

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No.	Action	Who	Timescale	Progress Update
3. Raise awareness of mental ill health and related issues in the workplace				
3.1	Provide guidance and learning materials for managers on how to appropriately manage and support individuals with existing diagnosed mental health conditions and those experiencing poor mental health	Bev Cordon / Helen Richardson Senior Business Partners HR / WPOD Trade Unions through JWAMSG Public Health	By end 2015	Under development in conjunction with the Joint Wellbeing and Attendance Management Steering Group (JWAMSG) for in year launch on Managers Resource Centre
3.2	Provide guidance and learning materials for all employees to raise awareness of how to support colleagues experiencing mental ill health at work	Bev Cordon / Helen Richardson Senior Business Partners HR / WPOD Trade Unions through JWAMSG Public Health	By end 2015	Under development in conjunction with the Joint Wellbeing and Attendance Management Steering Group (JWAMSG) for in year launch on NCC Intranet

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No.	Action	Who	Timescale	Progress Update
4. Accreditation of achievement through attainment of the Wellbeing at Work Platinum level award				
4.1	Achievement of Wellbeing at Work Platinum level award (NCC already accredited to Gold level)	Bev Cordon Senior Business Partner HR HR Business Partners Public Health steering group	By April 2016	Work on award submission in active progress
4.2	Appoint and train additional Workplace Health Champions across NCC Accredited to Royal Society for Public Health Level 2 qualification	Bev Cordon Senior Business Partner HR HR Business Partners	Ongoing	Regular publicity on intranet inviting expressions of interest in becoming a WPC Following further promotion and recruitment drive as at end September 2015, 8 new Champions appointed. 15 total in place
5. Continuation and further development of health promotion activities in the workplace				
5.1	Support Public Health on workforce implications of NCC Tobacco Declaration Plan in respect of Smoke Free workplaces	Dr John Tomlinson Public Health lead Lucy Elliott Public Health	Ongoing	Tobacco Declaration signed by all the relevant parties March 2015 Following trial period and employee consultation , Trade Union agreement given to extension of existing NCC Tobacco Control policy to cover e-cigarettes at CJCNP 14 May 2015

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No.	Action	Who	Timescale	Progress Update
		<p>Claire Gollin Group Manager HR</p> <p>Bev Cordon Senior Business Partner HR</p> <p>Trade Unions</p>	January 2016	<p>Proposed amendments to strengthen existing NCC Tobacco Control Policy to improve employee wellbeing by creating a Smoke Free working environment.</p> <p>Proposed policy put to trade unions at Central JCNP 15th July 2015. Following period of trade union consultation with their membership agreement to new policy reached at CJCNP on 22nd October 2015.</p> <p>Subject to approval by elected members – proposed to launch new policy with guidance and stop smoking support as part of an NCC “New Year Resolutions Wellbeing Campaign”.</p>
5.2	Promotion and re-launch of Westfield Healthcare Scheme	<p>Bev Cordon Senior Business Partner HR</p> <p>HR Business Partners</p>	Ongoing	Further publicity planned for January 2016

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No.	Action	Who	Timescale	Progress Update
5.3	Update and maintain the employee wellbeing intranet site, inform front line employees and use Team Talk to highlight a range of specific national health campaigns and related wellbeing information to promote healthier lifestyles and preventative measures to employees	Bev Cordon Senior Business Partner HR HR Business Partners Occupational Health and Wellbeing team Public Health	Ongoing	Recent examples include: <ul style="list-style-type: none"> • Mental Health Awareness Week 11-15 May 2015 promoting mindfulness and resources to build personal resilience • Shake Up September national workplace physical activity challenge - Sept 2015 • Stoptober, a 28-day stop smoking challenge from Public Health England that encourages and supports smokers across England towards quitting for good – Oct 2015 • Promotion of World Heart Day 29th Sept 2015 including tips on preventing heart disease • National Stress Awareness Day 4 November 2015
5.4	Research and deliver targeted wellbeing initiatives through a mixed economy of internal practitioners and external providers and seek funding streams where applicable	Bev Cordon Senior Business Partner HR Occupational Health and Wellbeing team (OH Nurse Advisors)	Ongoing	2 NCC Health and Wellbeing Roadshows planned for 2016



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No.	Action	Who	Timescale	Progress Update
5.5	Seasonal Flu vaccination campaign winter 2015/16 targeted at front line services replicating 2014/15 model	Bev Cordon Senior Business Partner HR Public Health Occupational Health and Wellbeing team (admin)	Sept 2015	2014/15 campaign improved uptake 570 front line employees issued with vouchers for free vaccination New campaign for winter 2015/16 funded by Public Health launched Sept 2015, target to exceed previous take up subject to funding

Previously achieved in 2015/16:

1. Support NCC managers and individual employees to maintain good mental health through change

1.1	Employee Counselling Provision extended to include a 7 module on –line Cognitive Behavioural Therapy (CBT)	Bev Cordon Senior Business Partner HR Care First – Employee Counselling provider partner	From April 2015	Launched and implemented
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5. Continuation and further development of health promotion activities in the workplace				
5.1	Promotion and re-launch of Westfield Healthcare Scheme	Bev Cordon Senior Business Partner HR HR Business Partners	Ongoing	Relaunched to all employees during May 2015
5.2	Update and maintain the employee wellbeing intranet site, Front Line bulletin and Team Talk to highlight specific national health campaigns and related information	Bev Cordon Senior Business Partner HR HR Business Partners Occupational Health and Wellbeing team Public Health	Ongoing	Previous in – year examples include: <ul style="list-style-type: none"> • Mental Health Awareness Week 11-15 May 2015 promoting mindfulness and resources to build personal resilience • Dementia Awareness week 17-23 May
5.3	Support Public Health on workforce implications of NCC Tobacco Declaration Plan in respect of Smoke Free workplaces	Dr John Tomlinson Public Health lead Lucy Elliott Public Health Claire Gollin Group Manager HR Bev Cordon	Ongoing	Following trial period and employee consultation , Trade Union agreement given to extension of existing NCC Tobacco Control policy to cover e-cigarettes at Central JCNP 14 May 2015

		Senior Business Partner HR Trade Unions		
5.4	Promotion and re-launch of Westfield Healthcare Scheme	Bev Cordon Senior Business Partner HR HR Business Partners	May 2015	Relaunched to all employees during May 2015 - further publicity planned for January 2016

Document Owner: Claire Gollin Group Manager HR Sept 2015