



Appendix D - Corporate Employee Health & Wellbeing Action Plan 2016-2018

Overall responsibility: Claire Gollin, Group Manager HR

Section 1 - Actions in progress as at December 2016:

Continue to promote effective workload management and prioritisation:			
Action	Who	Timescale	Progress Update
<p>Reduce stress and tackle presenteeism: Identification of wellbeing initiatives and learning interventions arising as part of the Health Check initiatives in CFCS and ASCHPP departments, and implementing associated actions</p>	<p>Bev Cordon / Sue Jeffery Senior Business Partner HR</p> <p>Helen Richardson Senior Business Partner WPOD</p> <p>Departmental Workforce Development lead officers</p> <p>Trade Unions</p>	<p>Ongoing</p>	<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 • Design and commissioning of targeted Team Manager training e.g. “New Ways to Better Outcomes For All”



<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.</p> <p>Next phase of Smarter Working programme will introduce and engage the workforce in the use of further ICT solutions to facilitate flexible working.</p> <p>Travel Wise Clinics:</p> <ul style="list-style-type: none"> • 12th September 2016 • 18th January 2017
<p>Review and re-launch Stress Audit tool for managers: 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>Bev Cordon Senior Business Partner HR</p> <p>Occupational Health and Wellbeing team</p>	<p>April 2017</p>	<p>Reviewing use of the current “Well-Worker” system with a view to re-launch of an improved, more cost effective, system in April 2017</p>
<p>Develop and embed a Coaching Culture across NCC: 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 WPOD</p> <p>WPOD team</p>	<p>Ongoing</p> <p>December 2016 – ongoing</p> <p>Ongoing</p>	<p>“Manager as Coach” development programme launched for all Team Managers and above as part of Leadership Development Programme.</p> <p>MAC Programme extended to line managers and aspirant managers as part of new Management Development Programme.</p> <p>182 senior managers completed to date.</p> <p>In-house coaching network of trained and qualified in house coaches launched (20 trained to date, 10 in training).</p>



		April 2017	<p>Linked to EPDR process, 17 management referrals for Coaching to date, ongoing monitoring and evaluation.</p> <p>To increase participation, the coaching offer is to be extended to include Group Coaching and employee generated referrals – under development.</p>
Continue to raise awareness of mental ill health and related issues in the workplace			
Action	Who	Timescale	Progress Update
<p>Workplace Health Champions: Maintain the pool of trained Workplace Health Champions across NCC (accredited to Royal Society for Public Health Level 2 qualification)</p>	<p>Bev Cordon Senior Business Partner HR</p> <p>HR Business Partners</p>	Ongoing	<p>Regular publicity on intranet inviting expressions of interest in becoming a WPC – most recently Sept 2016.</p> <p>5 new volunteers recruited, 20 WPC in total currently in place Countywide.</p>
Ongoing promotion of better workplace health / awareness raising:			
Action	Who	Timescale	Progress Update
<p>Access to healthcare provision: Further promotion of “Westfield Healthcare Scheme” (a staff health cash plan at a 17% 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).</p>	<p>Bev Cordon Senior Business Partner HR</p> <p>HR Business Partners</p>	Ongoing	<p>Further publicity of scheme at NCC Health and Safety events:</p> <ul style="list-style-type: none"> • 20th October 2016 • 10th November 2016



<p>Employee information, guidance, awareness raising: 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</p>	<p>Bev Cordon Senior Business Partner HR</p> <p>HR Business Partners</p> <p>Occupational Health and Wellbeing team</p> <p>Public Health</p>	<p>Ongoing</p>	<p>Examples of further initiatives delivered since September - December 2016 include:</p> <ul style="list-style-type: none">• 5th October Personal Safety Awareness Day• 7-11 October Back Awareness Week• “Stoptober” (October) Quit Smoking promotion• Breast Cancer Awareness Month (October)• MacMillan Cancer Awareness, fundraising days during October• 2nd November National Stress Awareness Day <p>Delivered after December 2016 or planned so far for later in 2017/18:</p> <ul style="list-style-type: none">• “Dry January”– Alcohol Concern promotion• Ovarian Cancer Awareness Month (Jo’s Trust campaign) – March• Prostate Cancer Awareness Month – March 9th March – National No Smoking Day• Bowel Cancer Awareness Month – April• National Walking Month – May• Diabetes Week – 11-17th June• Men’s Health Week – 12-18th June• World Blood Donor Day - 14th June• Dyslexia Awareness Week 2nd - 8th October.
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<p>Support for employees to make healthy lifestyle choices: Research and deliver targeted wellbeing initiatives through a mixed economy of internal practitioners and external providers and seek funding streams where applicable</p>	<p>Bev Cordon Senior Business Partner HR Occupational Health and Wellbeing team (OH Nurse Advisors)</p>	<p>Autumn 2016</p>	<p>2 NCC Health and Safety Awareness and Wellbeing Events (North and South county locations):</p> <ul style="list-style-type: none"> • County Hall 20th October 2016 • Meadow House 10th November 2016 <p>Further events planned for 2017/18</p>
<p>Guidance and learning materials for managers on supporting employees with specific health issues: Current focus on guidance for managers on supporting employees with Dyslexia</p>	<p>Bev Cordon Senior Business Partner HR Trade unions</p>	<p>Ongoing Subject to agreement , launch proposed for April 2017</p>	<p>Joint work with trade unions through task and finish group on supporting employees assessed as having Dyslexia in progress since July 2016.</p>
<p>Protection from infection and reduction of associated risk and absence: Promotion of seasonal Flu vaccination winter 2016/17 targeted at front line NCC employees directly delivering front line services to vulnerable service users</p>	<p>Bev Cordon Senior Business Partner HR Public Health Occupational Health and Wellbeing team (admin)</p>	<p>Sept 2016 – February 2017</p>	<p>362 qualifying NCC employees accessed vouchers Approach under review for winter 2017/18 campaign – no budget allocated from Public Health</p>
<p>Support for employees to make healthy lifestyle choices: Research and deliver targeted wellbeing initiatives through a mixed economy of internal practitioners</p>	<p>Bev Cordon Senior Business Partner HR</p>	<p>Ongoing By April 2017</p>	<p>As part of maintenance of Well Being at Work award standard</p>



and external providers and seek funding streams where applicable	Occupational Health and Wellbeing team		Currently working with Public Health to identify common synergies and publicise commissioned provider offers to NCC workforce.
Promotion of better workplace health:			
Action	Who	Timescale	Outcome
<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>Dr John Tomlinson Public Health (lead officer)</p> <p>Bev Cordon Senior Business Partner HR</p> <p>Trade Unions</p> <p>Health and Wellbeing Board (Cllr Joyce Bosnjak)</p>	May 2017	12 month review of effectiveness/impact of new Smoke Free policy in practice.



Section 2- Achieved since September 2016:

Ongoing promotion of better workplace health / awareness raising:			
Action	Who	Timescale	Progress Update
<p>Guidance and learning materials for managers on supporting employees with specific health issues: Produced guidance for managers on supporting employees diagnosed with a Terminal Illness, joint work with trade unions through task finish group.</p>	<p>Bev Cordon Senior Business Partner HR Trade unions</p>	<p>Launched December 2016.</p>	<p>Completed</p>
Continue to raise awareness of mental ill health and related issues in the workplace			
Support NCC managers and individual employees to maintain good mental health through change			
Action	Who	Timescale	Progress Update
<p>Employee engagement and awareness: Building on the, Managers Guide to Mental Wellbeing developed jointly in conjunction with the trade unions, develop tailored guidance for all NCC employees to raise awareness of how to support colleagues experiencing mental ill health at work and associated learning materials</p>	<p>Bev Cordon / Helen Richardson Senior Business Partners HR / WPOD Trade Unions Public Health</p>	<p>Launched October 2016</p>	<p>Completed 74 eLearning completions to date</p>



Promote effective workload management, prioritisation and monitoring			
Action	Who	Timescale	Outcome
Improve Employee Health and Wellbeing inc achievement of healthy Work-life balance: Use feedback inc from Employee Survey about work-life balance and wellbeing to inform the key themes of the Council's new Workforce Strategy and engage managers.	Marjorie Toward Service Director Customers and HR Claire Gollin Group Manager HR	Workforce Strategy 2016-18 launched autumn 2016	Completed Incorporated into "Healthy Organisation" Theme of new Workforce Strategy 2016-18. Senior managers engaged through Leadership Development programme sessions autumn 2016.

Document Owner: Claire Gollin, Group Manager HR February 2017.