

The purpose of this action plan is to identify and prioritise a range of activities to support and enable employees to maintain their physical and mental wellbeing and to provide advice and guidance to the workforce including managers to maximise performance and reduce the incidence of preventable sickness absence

Key Objective	Actions	Responsible Officer (s)	Timescale	Progress update	Other comments
<b>Reduce stress and tackle presenteeism</b>	Implement wellbeing initiatives, including suitable learning interventions arising from the health checks undertaken in C&F and ASCH departments	Bev Cordon/Sue Jeffery- HR Senior Business Partners	Ongoing	HR surgeries in absence area “hotspots” continue to be undertaken	This area of work benefits from joint working approaches with the recognised trade unions
	Monitor completions of EPDR's	Helen Richardson - WOD Senior Business Partner	From April 2020	New e-learning offer around workplace health and wellbeing is now in place  EPDR is now available online	

<b>Facilitation of flexible working</b>	<p>Improving Workforce Mobilisation</p> <p>Engage Timewise to maximise the use of flexible working</p>	<p>Smarter Working Team ICT</p> <p>Michelle Richardson – HR Senior Practitioner</p>	<p>Ongoing</p> <p>April 2020</p>	<p>Successful roll out of equipment to enable flexible working. Availability of ICT pop – up shops for immediate assistance</p>	<p>The Pop-up shops have enabled employees to access immediate support with ICT issues</p>
<b>Developing the existing wellbeing prevention offer</b>	<p>Implement MIND's Thriving at Work as part of the Councils employee support package</p> <p>Adopt wellness action plans to encourage employees to self-manage their own wellbeing with the support available from NCC</p>	<p>Bill Iliffe – HR Business Partner</p> <p>Helen Richardson – WOD Senior Business Partner</p>	<p>Jan 2020</p> <p>Jan 2020</p>	<p>Meet with representative from MIND</p>	<p>Guidance for employees and line managers is being prepared to complement the use of wellness action plans</p>

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<b>Employee engagement and awareness</b>	Continue to work with trade unions to build on the managers guide to mental wellbeing	Gill Elder – Head of HR	Ongoing	The My learning My career portal has been updated to include further support tools	
	<p>Promote national awareness raising events /days</p> <p>Encourage open discussion about wellbeing and mental health</p> <p>Create a “whole Council” approach to addressing identified issues</p>	Helen Richardson – WOD Senior Business Partner		Work with colleagues from trade unions, Public Health and the Communications team to ensure a joined-up approach	
	Develop a mechanism to further engage with employees to gauge how they are feeling about work and to seek their views on the support package in place	Gill Elder – Head of HR	March 2020	Review of internal communications already underway	

<b>Promote the use of the Stress Audit Tool</b>	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	Occupational Health and Wellbeing team  Health and Safety Team	Ongoing	Review use of the current "Well-Worker" system	Research the potential for an improved, more cost effective, system
<b>Develop and embed a Coaching Culture across NCC</b>	Ensure all NCC managers are equipped to appropriately support employees on an individual basis.	Helen Richardson – WOD Senior Business Partner  Adrian McKiernan – WOD Business Partner	From March 2020	Review the current Manager as Coach offer to ensure it reflects the maturity of coaching experience across NCC  Consider expanding the number of qualified coaches in the coaching network	A refreshed tender is to be produced to ensure that the new refresher programme extends the coaching experience across the Council  Recruiting further qualified coaches would enable better, targeted representation to reflect the employee support networks

Key objectives	Actions	Responsible Officer (s)	Timescale	Progress Update	Other Comments
<b>Continue to raise awareness of mental health in the workplace</b>	Enable NCC employees to access counselling through third party provider (Care First) for work related issues through management referral	Joseph Parker – HR Senior Business Partner	Ongoing	Review the current contract arrangements with Care First	Promotion of the availability of the counselling service encourages open dialogue regarding mental health
	Develop mindfulness e-learning materials to complement existing e-learning offer	Helen Richardson – WOD Senior Business Partner	March 2020	Regularly promote the availability of the counselling service through HR casework and publicity via the intranet	
<b>Ongoing promotion of support available for workplace health</b>	Continue to promote health care schemes and support available to NCC employees, such as Westfield Health Care Scheme	Helen Richardson – WOD Senior Business Partner		Promote the availability of schemes through events such as wellbeing at work and health and safety week	
	Use the employee wellbeing pages on the intranet to promote healthier lifestyles and preventative measures	Helen Richardson- WOD Senior Business Partner OHU team Public Health	Ongoing	Continued promotion of national campaigns	
<b>Promotion of workplace health</b>	Recruit further workplace health champions across all NCC bases	Helen Richardson- WOD Senior Business Partner	May 2020	A further recruitment of work place health	

	Promote the Mental Health First Aider's Network	MH First Aiders	Ongoing	champions to take place in Spring 2020	
	Promote the wider support available to employees, including the buddying scheme and chaplaincy service	Gill Elder Helen Richardson	Ongoing	MH First Aiders have been trained and are active across NCC workbases	Initial take up of informal chats with MH First Aiders has been very successful
	Refresh the Councils accreditation to retain platinum wellbeing at work award.	Helen Richardson-WOD Senior Business Partner	April 2020	Public Health have refreshed the Wellbeing at Work scheme and a new submission will be undertaken	
	Work with colleagues in Public Health to promote wellbeing events throughout the year		Ongoing		
	Maintain a Smoke Free workplace	Public Health HR Business Partners Trade Unions	Ongoing	Support Public Health on workforce implications of NCC Tobacco	Review as necessary to ensure continued effectiveness/impact of NCC Smoke Free

		NCC Health and Wellbeing Board		Declaration Plan and fulfil duty of care in respect of creation of a Smoke Free working environment of all employees	Workplace policy in practice.
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All of the above will be in addition to ensuring that the Council continues to deliver on achievements to date, including continued support for initiatives such as the Dying to Work charter, Time to Talk events, promotion of flu vaccinations and promotion of effective systems for workload management.

The HR & WOD teams will continue to provide guidance and learning opportunities to enable and encourage employees to manage their own wellbeing whilst ensuring that supportive measures are in place through continuing to work pro-actively with colleagues in Public Health and the recognised trade unions.