

**Our Vision:**

“Providing a healthy workplace for all, where all our employees can flourish and are able to make healthier lifestyle choices.”

Blackburn with Darwen Council Annual Health, Safety & Wellbeing Management Report –2018/19

This report focuses on:

Health & Safety:

- 2018-19 accidents, incidents & near miss statistics
- RIDDOR reports
- Health & safety performance highlights and challenges
- Proposed activity for 2019-20

Wellbeing:

- Sickness absence performance
- Promoting workforce health
- 100% Attendance
- Summary of service delivery
- Occupational Health
- Flu Vaccination Campaign
- Challenges

Health, Safety & Wellbeing

Team

Blackburn with Darwen

Borough Council

June 2019

- The Health and Safety Policy has been revised and is now succinct and more easily relatable to all parties.
- The team have started to raise the profile of health and safety with the overall aim of it becoming an integral part of the council operations rather than a stand-alone function. H&S team attend Management Board and LJNCC and send monthly updates to Directors. This ensures a 'top down approach' and that they are informed of health and safety performance and any issues are highlighted with them directly.
- A Health and Safety Action Group has been established at Davyfield Road Depot as one of the highest risk areas within the Council. The group is for all departments based at the Depot to discuss and address health and safety issues and share good practice.
- The improved health surveillance programme for HAVS and Hearing has continued and there has been a reduction in the number of employees needing to attend further assessments.
- A programme of workshops on personal safety, lone working and violence & aggression was rolled out and made available to all staff council wide. Separate workshops were held for managers to inform them of their responsibility and advise on the Violence & Aggression Statement.
- Collaborative work with Wellbeing colleagues has continued to facilitate activity and change around the Wellbeing Strategy. Some of the highlights include 'wellbeing week' and a successful staff rounders' tournament. A number of workshops for staff on Mental Health and Resilience have also been delivered.
- Increased training and development activity with the Council and the LEA, with a range of training courses delivered on a variety of Health, Safety and Wellbeing topics over the year.
- Focussed work and additional support provided to high risk departments and where significant incidents occurred.
- All of the audits completed within 2018-19 were of high compliance, areas included 10 Duke Street, Street Lighting, Highways, Arboriculture, Revenues & Benefits and Witton City Learning Centre.
- The team also support over 40 schools in the borough with their health and safety arrangements. This includes health and safety audits, single topic audits, training delivery and reviewing accidents and incidents. We have maintained and gained more business from schools over the last 12 months through the Health & Safety Service Level Agreement.

Health & Safety Performance

Accidents, Incidents & Near Miss Reports

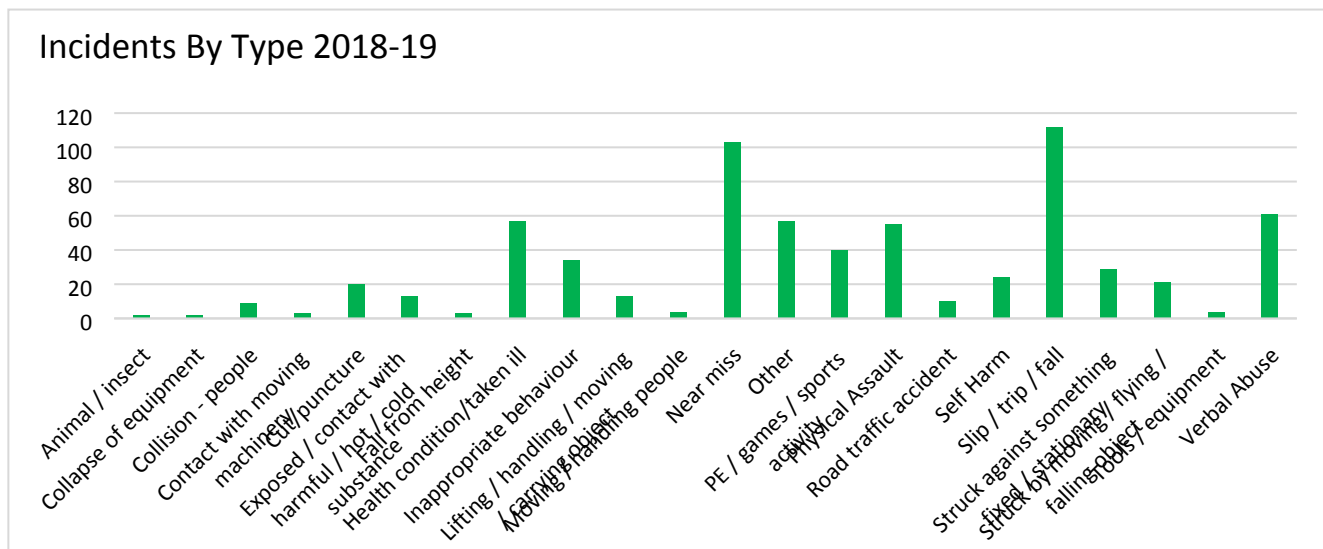
There have been 676 reported accidents, incidents and near misses this year. Every single reported incident is reviewed by the team and we liaise and advise with department as necessary. There has been an increase of 15% of reported incidents on the previous year, there are a number of factors that have contributed to the increase in reports, including:

- The full Highways team transferred back into the council
- The Home First team in Adult Services also began reporting through the online reporting system, which they weren't doing previously
- The number of reports relating to violence and aggression have increased on the back of the proactive work we have undertaken and there has also been an increase in the actual number of incidents within Customer Services.

'Slip, trip & fall' is the highest incident category, however over half of all incident of this type are related to member of public/service users. 'Near Miss' is the second highest category, however reports have fallen slightly on the previous year, which is mainly due to fewer near miss reports from Environment.



Collectively, ‘verbal abuse’, ‘physical assault’ and ‘inappropriate behaviour’ continue to be the highest incident reason and incidents of this type feature across all departments.



RIDDOR

Cases reported under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR) to the Health and Safety Executive (HSE)

There were 13 reports this year made the HSE which are detailed below. Last year there were 8 cases reported.

Over 7 Day Injuries	EDT – Physical Assault	Refuse – Slip, Trip or Fall	Refuse – Manual Handling <i>x 2 incidents</i>	Adult Social Care – Moving & Handling	Children’s Services - Physical Assault
Specified Injury	Business Support – Slip, Trip or Fall	Refuse – Manual Handling	Refuse – Fall from Height	Children’s centre – Slip, Trip or Fall	
Member of Public Taken Directly to Hospital	Children’s Centre – Scald	Leisure – Finger Trapping			
Occupational Disease	Buildings Team – Hand Arm Vibration Syndrome				

Significant Incidents and Challenges

The HSE carried out an unannounced visit in July 2018 on a Highways site, where a worker and a Sub-contractor was carrying out repair work. The visit resulted in an Improvement Notice being issued to the council as the employee was not wearing the appropriate PPE or using the equipment in a safe way. A full investigation was carried out and an action plan put in place, which was addressed by the service promptly. The Health and Safety Action Group was set up following the HSE visit to discuss lessons learnt, share good practice and address any health and safety issues. The team now also support in joint monitoring visits with Highways on one of the larger schemes to ensure compliance.



There have been a number of significant incidents and near misses reported over the year, many of which relate to physical and verbal assault. Some of the most significant incidents include; two assaults within the Emergency Duty Team and Mental Health Services where staff were physically assaulted by service users. Both incidents occurred at the same Lancashire Care Foundation Trust (LCFT) site. LCFT have been formally written to with our concerns outlined. Staff have been provided with additional training and support in those areas is ongoing.

A member of public was hit by a reversing Refuse Collection Vehicle (RCV), luckily there were no injuries sustained. This incident was fully investigated and appropriate action put in place, including focused toolbox talks and additional training for staff. This and other incidents and near misses has prompted the need to readdress back street collections within refuse with a view eliminating reversing and introducing more collection points.

Additional challenges include:

- Whilst sickness absence has improved, both MSK disorders and mental ill health cost the council almost £1 million this year and both are the highest absence reason and feature in 9 out of 10 departments.
- The team have been continuously asked for support around DSE and workstations – as we move towards more agile working and further accommodation moves there needs to be focus on workstation self-assessments and support and reminders to ensure we are compliant under DSE Regulations and to also improve employee MSK health.
- The number of near miss reports has fallen this year despite the increase in incidents being reported, especially in some of the higher risk areas, e.g. Refuse. It is widely known that the more near misses reported, the less likelihood there is of a more significant incident occurring.
- Resources in the team have reduced and due to the nature of the reactive work we have had to respond to, some of the more proactive work we would like to focus on has become more difficult.

Focus for the next 12 months

Over the coming year the team want to continue to build on the positive work and ensuring health and safety is built in to the way we operate. The key areas of focus and actions are:

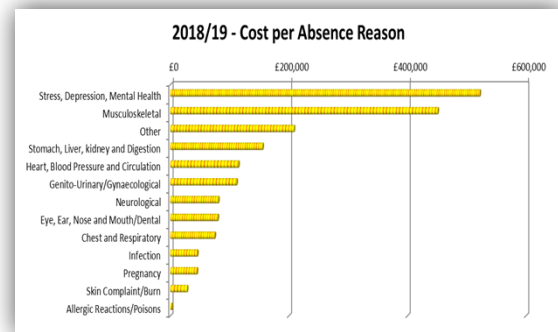
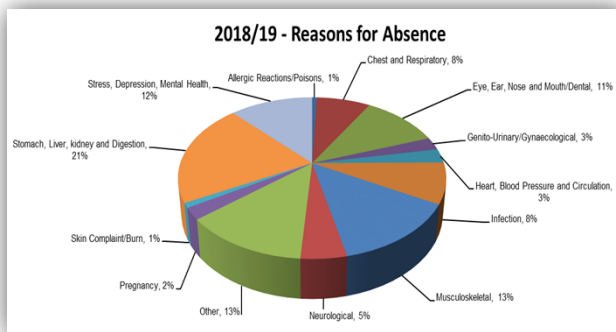
- 1. Implement the new Health and Safety Policy and ensure it is appropriately disseminated to all staff.**
- 2. Create a positive health and safety culture with Directors and Senior Managers taking the lead.**
- 3. Revision of the Health & Safety Committee ensuring that appropriate officers attend who can make decisions.**
- 4. Continue to analyse and utilise MI to shape the proactive work carried out by the team. Encourage reporting, in particular near misses, with a targeted approach to highest risk departments and those with low reporting figures.**
- 5. Departments where violent or aggressive incidents are prevalent will be a focus of the Health & Safety Committee.**
- 6. Mandatory e-learning health and safety training programme to be rolled out to all staff.**
- 7. Review training for operational and frontline managers to ensure health and safety responsibilities are clear.**
- 8. Programme of health and safety audits, monitoring visits and inspections to continue in the highest risk areas with action plans issued to ensure compliance.**
- 9. Advise the Agile Working Group with a focus on DSE/workstation self-assessments to ensure compliance and improve Musculoskeletal disorders.**
- 10. Continuing supporting schools through the Health & Safety SLA and support the LEA meet its Health and Safety obligations in Education.**



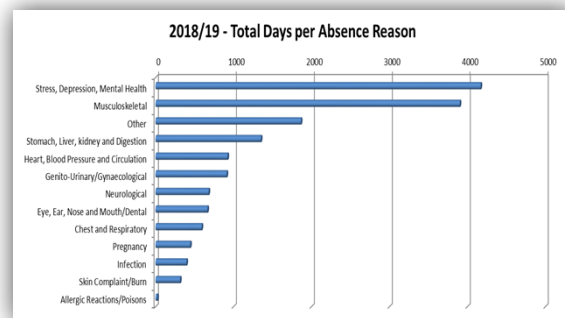
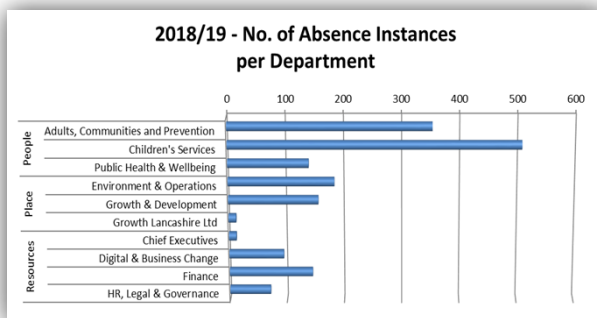
Working days lost due to sickness absence has reduced to 8.81 days per FTE. This is a positive reduction trend that has been reported for the past 3 years. On average, public sector employees had 8.4 days of absence over the last year.

Heads of HR for Lancashire have reported their F.T.E results as below;

Burnley	5.69	West Lancs	9.87
Wyre	6.54	Ribble Valley	10.15
Hyndburn	7.36	Rosendale	10.62
Preston	8.79	LCC	11.96



The main reported reason for absence was stomach related 21%, 13% for MSK, 13% absence reason not reported and 12% with mental ill health. These figures are generally the same as previous years. Mental ill health is still an area of concern along with MSK related absences.

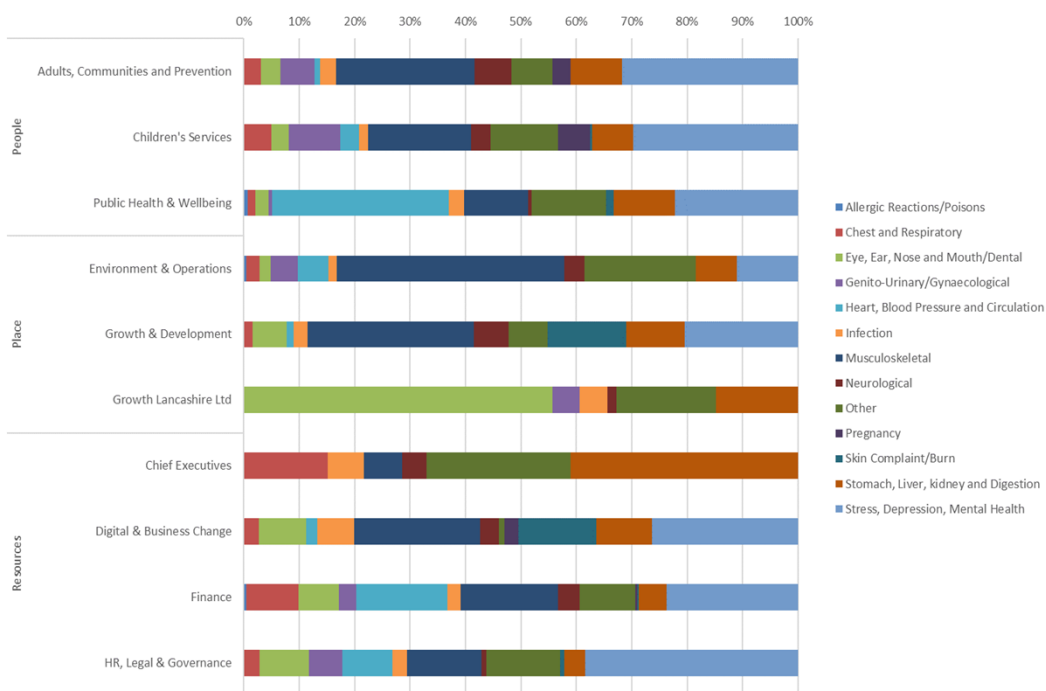
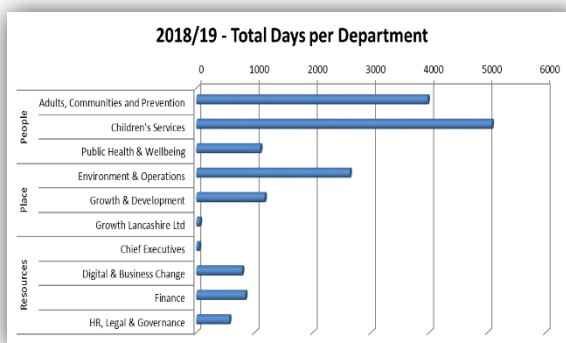
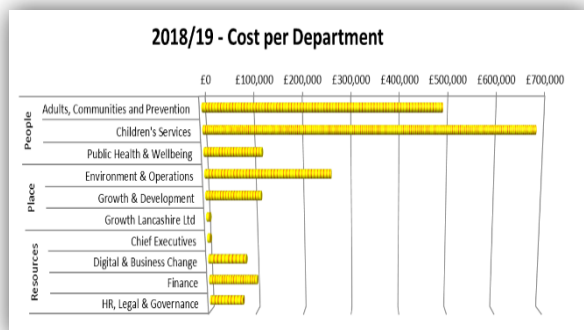


Overall estimated salary cost to BwD reduced by £181,982, taking the cost of reported absence to £1,921,698. With the estimated costs per FTE reducing to £118 from £123 in 2017/18.

The cost of absence and days lost per absence is where the reason changes somewhat with the costs of Mental Ill Health around £500,000, and days lost being 4837. This does not take into account the other costs that can be factored in to this absence reason such as intervention, on-going support, staffing costs and presentism. This figure could also be greatly under reported as we know that 1 in 4 people are struggling with mental ill health at any one time, there is still a stigma around speaking up and other absences maybe being used to mask mental ill health. Chest and respiratory reason for absence has reduced for the 2nd year.



Reduction in costs and days lost in departments compared to previous years varied due to changes in structures. Some has seen reductions however have less FTE.



The graph across highlights reported reasons for absence per department;

Mental Ill Health features in 8 of 10 departments,

MSK featuring in 9 out of 10, not just in those roles that have physical/manual factors involved.

Length of absence

Short Term absence
354, less days lost (2716)
1.47 per FTE

GP Certified
271, less days lost (3089)
1.47 per FTE

Long term
218, less days lost (10443)
5.66 per FTE

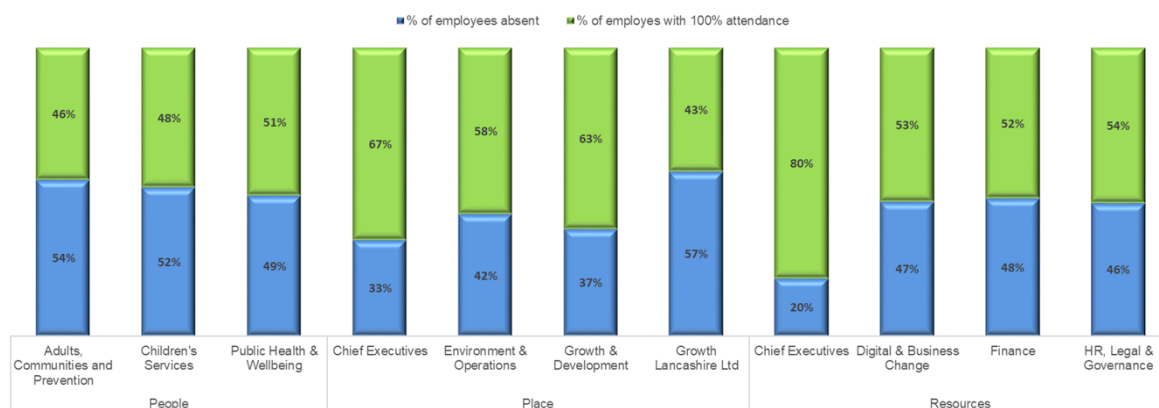


12 employees have left BwD following improving attendance management. 7 employees left following a settlement agreement, 2 were dismissed with ill health retirement and 3 were dismissed due to capability.

100% Attendance

1014 employees achieved 100% attendance in 2018/19 which is 55% of BwD workforce compared to 51% in 2017/18.

Place has the highest amount for employees with 100% attendance at 68.4%, with Children Services achieving 255 employees with 100% attendance.



Promoting workforce wellbeing

Employee Health & Wellbeing Strategy 2018 and beyond.....



Our Vision:
"Providing a healthy workplace for all, where all our employees can flourish and are able to make healthier lifestyle choices."



The Employee Health & Wellbeing Strategy was launched to confirm that employee health and wellbeing is a priority for the Council. It was developed to **Improve** employee awareness of the benefits of consistent healthy choices, **Enable** our workforce to 'do their bit' and take responsibility for their health and wellbeing to create a positive impact on health and attitudes across the borough to reduce the call upon limited resources, **Create** a workplace with no stigma associated with mental illness - Support employees with health conditions to access support and remain at work, **Develop** capable and great leaders able to support our strategy & **Improve** attendance.

Following the Time to Change pledge signing on 10th May 2018, BwD workforce have continued to be educated about mental health. Employees have been encouraged to talk about their mental health, supporting staff to stay well and in work and supporting people to return to work. Employees mental health and wellbeing is as important as their physical health and wellbeing. Latest research shows that as many as 1 in 6 employees experience common mental health issues including anxiety and depression, with work being cited as the biggest cause of stress. Evidence suggests that women are more likely to have a common mental health problem and almost twice as likely to be diagnosed with anxiety.

Summary of service delivery

New Improving Attendance Policy and Guidance was introduced 1st April 2018, changes were made to the old policy, removed the triggers as it was felt these were too rigid. The new policy has helped to engage with employees to achieve and maintain appropriate and acceptable standards of attendance at BwD. It is a supportive and consistent approach in managing employee absence along with balancing the needs of our employees with BwD requirement to provide service to the community. Early intervention has been key with this policy, it has helped to engage employees sooner, supporting an earlier return to work, progressing through the policy to ensure an appropriate strategy for both employee and BwD.



Work continued throughout the year with providing advice and support to line managers to ensure that the Improving Attendance Policy was being followed. This included early intervention to both support the employee, manager and BwD on reducing sickness absence. Senior managers and line managers have been encouraged to support and promote good mental health.

Monthly departmental sickness reporting formats have evolved over the last 12 months, to ensure that managers have better understanding on sickness absence in their areas, trends that have been identified and also highlight keys concerns regarding both employees whose absence is a cause for concern and where managers are not utilising the advice of HR or the Improving Attendance Policy.

In February 2019 Adults, Communities and Prevention & HR colleagues introduced sickness challenges where each month a team’s sickness absences are reviewed in the session with a panel. It is envisaged that a broader approach to wellbeing, behavioural, cultural issues in sickness absence and developing a joint culture and approach will reduce sickness absence. The review includes lives sickness cases, areas of concerns, any anomalies or patterns of absence and if managers require support in managing these absences. These sessions have been used as a coaching opportunity. These sessions have helped to develop an action plan and strategy will be monitored at DMT.

Occupational Health 2017/18

BwD entered into the AGMA collaboration in April 2017. HML were appointed, however due to a Blackburn Clinic not being set up as initially agreed, we also use Health Business (Whalley) to meet our OH needs.

On average 15 employees a month were referred in 2018/19 to both HML & HB from initial assessment to Ill Health Retirement, with a ratio of 60% telephone assessment and 40% face to face.

Following formal approval, it has been agreed that BwD would offer OH internally by recruiting a qualified OHA to provide in-house support and meet current demand. This would also allow HR to market and sell this service to external customers who we provide HR support to.

BwD EAP will still be offered and accessed through the AGMA collaboration.

Flu Vaccination programme 2018

The 2018 free flu vaccination campaign for all employees commenced on 21 September 2018.

Council employees were offered the free flu jab in partnership with NHS Blackburn with Darwen CCG. Internal clinics were held at 3 different locations to give all employees the opportunity to take part and help to reduce the risk of catching flu.

Free flu jabs were made available to all staff, however the main priority was, as always, to encourage those who work in local communities with residents who are most at risk of catching flu. Managers were to support and encourage staff in their decision to have a flu jab. Booking appointments were made easy via the Council online course booking system.

Location	Number of bookings	Totals	
Blackburn Town Hall	131	BwD Employees	213
Darwen Children’s Centre	29	School Vouchers	208
Davyfield Rd	35	Total Vouchers	235
BwD - Vouchers	27	Did Not Attend	35

Overall feedback was;

- *Easy to book an appointment*
- *Accessible locations*
- *Appointment didn’t take long at all*

	Nurse led clinics	Vouchers	Total bookings	Schools
2016	276	59	335	172
2017	0	324	324	155
2018	195 (35 DNA)	27	222	208



Wellbeing Initiatives 2018/19

Following the success of the Mindfulness sessions earlier in the year, 2 further cohorts of training took place. This provided 32 employees with help to reduce stress and anxiety and conflict, and increase resilience and emotional intelligence, while improving communication in the workplace.

Over 100 employees have undertaken the Mental Health First Aid training. Of those trained 30 employees have signed up to BwD Mental Health Champions campaign. In Duke Street, the MH Champions have created a health and Wellbeing notice board with resources and signposting so colleagues are aware of who the champions are and what support is on offer.

The MH champions have been supported with Lancashire MIND workshops, peer support groups and ongoing mentoring. The champions are passionate about helping people to understand that mental health belongs to everybody by getting everyone to talk about mental health. They give time and resources to undertake meaningful activities that help people to change the way they think and act about mental health. Willing to engage colleagues constructively and positively when taking action to tackle mental health stigma encouraging others to do so too. Keen to spread the word about Time to Change and what the campaign has to offer to organisations. Are empowering colleagues to share their experiences of mental health problems in the workplace and encourage them to become Champions too.



Time to Talk day took place on 7th February 2019, where everyone was encouraged to have a conversation about mental health. Colleagues and external organisations came together to offer wellbeing activity sessions to aid in the conversation. To aid in the conversation for both Manager & Employee 2 useful guides were developed, these were published on the [intranet](#)

BwD have recruited 40 health and wellbeing champions across the departments/locations who successfully completed the Royal Society of Public Health Level 2 certificate, these champions are passionate, motivational and inspiring help support our Health and Wellbeing colleagues and campaigns.

The 2018 Health & Wellbeing Week took place WC 8 October 2018. Each day of the week focused on one of the 5 ways to wellbeing with activities taking place as below at different locations and times. The Take Up The attendance figures show that over 400 employees took part in the wide range of activities on offer, nearly double the number of participants in 2017. Money was raised for charities throughout the week included £78 for Motor Neurones Disease Association and £141.63 for Guide Dogs.

We have engaged with local business who have provided free of charge wellbeing activities. These have ranged from weekly Tai Chi sessions, Mindfulness workshops, Neuro-linguistic programming and Yoga. Other business have been in contact to offer their service, however due to costs of these services we have been unable to offer these to our employees.



The BwD Staff Rounder's Tournament was a big hit! - The tournament ended in a tie, and the joint winners were 'Healthy Hitters' from the Healthy Lifestyles Team and 'The Good, The Bat & The Ugly' from Leisure. The tournament raised close to £100 for the Mayor's Charity. The organisers have had some great feedback and are hoping to host this as an annual event.

Challenges faced

Due to commitments/workloads in communications team we haven't been able to create a new intranet section for employees and managers to access for health and wellbeing support. At the moment, information is located in different areas of the intranet and not easily accessible.

It was envisaged that a heart of wellbeing area would be created which would encompass resources that are available for further support and information when required.

What's next for wellbeing 2019/20

All schools have been invited to attend a Prioritising Workforce Wellbeing in Schools Conference taking place on Friday 14th June. The conference is focuses on how to manage and support wellbeing to school management teams along with how a proactive approach can drive down absence, how to develop a mentally healthy school and build resilience in school.

New employee rewards to launch in July 2019. Which will include, Financial Wellbeing – Helping employees to manage their money better. Affordable salary deduction loans, debt consolidation and financial education via Neyber and savings and loans via the Jubilee Credit Union.

Health plans – Medical cash plans, illness and accident cover, get help with everyday healthcare costs or financial support during times of sickness and injury.

Continue to work collaboratively with Public Health & Wellbeing and external Organisations to Identified ways to improve the workplace and offer a calendar of events for employee's examples of these will include:

- Stop smoking & Gulp Campaign (Give up loving Pop!)
- Resilience & Mindfulness
- Wellness Action planning & Men in Sheds



Continue to commit to changing attitudes towards mental health in the North West: collaborate with other Organisations to build inclusive workplace cultures. Reducing stigma, dispelling myths and improving employee wellbeing for good.

Objectives

- Raise awareness of colleagues' mental health and wellbeing
- Challenge the stigma and break cultural silences
- Create a community and resources that provide support
- Align to business-wide approach to mental health

Goals

- To inspire even more employers to prioritise the issue and take action to create mentally healthy workplaces
- To encourage people with experience of a mental health problem to share their stories

Continue talking about mental health, promoting positive mental health in the workplace by encouraging Informal chats around the workplace should be a normal part of workplace life, with managers regularly working around their team. This can help them check on how staff are doing and whether there are any issues that may be affecting the mental health of team members.



From 10th July 2019 a enhanced offering of Mental Health support will be launched. Able Futures will provide a wide range of first-class mental health support services delivered by qualified health care professionals. They will listen to individuals to understand any difficulties they are experiencing and create an individual plan of support. The service is confidential, fast and flexible and is available over the phone, through email and face-to-face meetings. There is no cost for this service and no waiting list. Once the employee has signed-up, they will receive a call within one working day. Employees will benefit from support with their mental health and well-being. Confidentiality is guaranteed.

Some women go through the Menopause with little impact on their daily life. But others experience symptoms that can last for several years and have a negative impact on their performance and attendance at work. By Increasing the awareness of the menopause as an overall subject area in BwD it would increase understanding and ensure the most appropriate support is available for those experiencing symptoms. Women over the age of 50 are the fastest growing segment a workforce, and most will go through the menopause transition during their working lives. It may be a natural process, but unfortunately, menopause remains a taboo subject in many workplaces. Some women will sail through the menopause but for others it can be debilitating and have a serious impact on their wellbeing and their ability to do their job. CIPD reports that six in ten women experience negative impact on their work. With the right support, there's no need for women to press pause on their career during this natural transition. But many women will continue to suffer in silence unless we break the taboo and start talking openly about the menopause at work. What are we going to do:

- Review existing policies & frameworks
- Help break through the silence
- Identify Reasonable adjustments
- Enable managers to support their employees
- Gain senior leadership buy in

Involve Trade unions and other employee representatives to play a vital part in promoting positive mental health in the workplace. They are often trained and/or experienced in mental health and can help an employer get messages across to staff. Representatives usually possess an awareness of the organisation and may be more willing to highlight areas of concern to management than staff. They might also know how similar issues have been successfully dealt with in other organisations. They can provide an additional source of support for staff experiencing mental ill health, including if the employee is not yet ready to talk to their manager. It can also be helpful to suggest an employee experiencing mental ill health can be accompanied by a rep or a work companion at any meetings with their manager. This can reassure the employee and make them more willing to talk openly.

Develop awareness and understanding for managers whose employees are struggling with problematic gambling and related harms. This is in conjunction with Public Health and Wellbeing, who are currently in discussions with Organisations that can provide 1:1 counselling for BwD workforce.



Ensuring BwD physical and mental health services complement each other is essential in improving absenteeism, employee's health and wellbeing and service we provide to our customers. With depression four times as likely in people who experience persistent pain, it is crucial that we review how MSK and mental health support in the workplace, treating both conditions in a coordinated way to enable a healthy and productive workforce. Most adults will experience a musculoskeletal (MSK) condition at some point in their life, whether it's an injury, a bad back or a chronic condition such as arthritis. Probably the most common **mental health** symptom that affects **MSK health** is stress.

Continue to promote, recruit, support and develop Health and Wellbeing & Mental Health champions to encourage and continue the movement with the way in which we support our employees. 2 of the champions have developed 8-week wellbeing programmes for staff. Happy Mondays - Mindfulness & Meditation & Workout Wednesdays – Strengthen, Stretch and Relax Both programmes start the week commencing Monday 3rd June.



Flu Campaign 2019 This year's flu campaign will try to dispel the myths around vaccination and engage more uptake. This may include how can flu be prevented, what the vaccination actually does and side effects. Different options are being explored, from onsite clinics to vouchers. Workforce communication is envisaged to start early August.

We understand that each school is unique, with employees that have very different needs, depending on their ages and stages in life we are offering a Proactive wellbeing support & wellbeing package to schools. The package includes:

- Training and support for line managers- which is important, because their relationships with their teams are what can make a real difference.
- Advice and guidance that targets the thinking, behaviors and lifestyle factors that can make a real difference to emotional wellbeing, thus reducing the effects of stress and building resilience.
- Resilience, Health and Wellbeing training and instruction is an essential aspect of any organisations business strategy; to maintain a healthy workforce and to comply with organisations legal obligations.
- Bespoke/adhoc support training for example
 - 121 training and development
 - Group training
 - Training and workshops
 - Absence measurement and management
 - Building better wellbeing

Absence Management

Introduce sickness challenges to all departments to review the team's sickness absences. It is envisaged that a broader approach to wellbeing, behavioural, cultural issues in sickness absence and developing a joint culture and approach will reduce sickness absence.

Induction

Development of an induction programme is important for all new, promoted or redeployed employees, as starting a new role can be a stressful and unsettling experience. A negative first few days in the job, in which people are given insufficient guidance about expectations and processes, can undermine people's confidence and could trigger problems or exacerbate existing symptoms.

An effective induction for all employees contains the following elements:

- One-to-one meeting(s) between the new starter and their line manager
- Orientation (physical) – describing where the facilities are
- Orientation (organisational) – showing how the employee fits into the team and how their role fits with the organisation's strategy and goals
- An awareness of other functions within the organisation and how the employee fits within that
- Meeting with key senior employees (either face to face or through the use of new technology)
- Health and safety information – this is a legal requirement
- Explanation of terms and conditions
- Details of the organisation's history, its products and services, its culture and values
- A clear outline of the job/role requirements and expectations
- Details of any health and well-being initiatives provided by the BwD
- Information about ways of working, for example flexitime, homeworking.



Mental Health

Develop a managers' guide to mental health at work and with agreement from management board, implementing mandatory mental health training for manager's. The role of a manager is to support their team members to be healthy and motivated so that they can perform at their best. However, without training, managers may not spot the signs that a team member is experiencing mental ill health. We know that if mental ill health is not treated, the pressures of it can cause other 'secondary symptoms'. For example, the strain of coping with depression may cause someone to become dependent on alcohol or drugs. Employees supported by their employer are more likely to be able to stay in work or return to work after a period of absence, reducing long-term absences. It's easier to see when someone is physically unwell than emotionally unwell, and for many people it can feel easier to talk with someone about physical health than about emotional wellbeing. Some of the first signs that indicate someone may be suffering from too much pressure or stress can be changes in behaviour or performance. Being aware of this personally and as a manager can be critical to taking a supportive, preventative approach.

This training would aid managers to become confident in dealing with mental ill health, it would include

- Becoming more emotionally intelligent and improve their self-awareness and social-awareness
- Spot the signs of mental ill health
- Understand the common types of mental ill health and the differences between them
- Understand the types of support and possible adjustments that may help a team member experiencing mental ill health
- Refer or signpost employees to local services or external support.

Access to Mental Health training. For all employees to receive training in mental health awareness. Early intervention can minimise the effects of stress and poor mental health, so it is critical line managers are able to recognise signs that their staff are struggling. Despite this, it's been found that over half of managers are not receiving the training they need to support staff mental health. With heavy workloads and management styles found to be the top two causes of stress-related absence, some managers may also be afraid to have these conversations. HR can help managers to understand their legal obligations with regard to health and safety, while also equipping them with the softer skills required to have conversations in the right way.

No one is more equipped to know what is 'normal' for them than the individual. Providing resilience training, and helping staff help themselves, is a powerful tool in improving wellbeing. Having mental health first aiders on a peer-to-peer-level also means staff have somewhere to turn besides their manager.

Training would cover:

- The BwDs commitment to promoting positive mental health
- The law concerning equality and discrimination, and how it can be relevant to attitudes towards mental health in the workplace
- Standards of behaviour expected of all staff, and how unacceptable conduct will be dealt with
- What staff can do to improve and maintain positive mental health. For example, fun or productive out-of-work activities
- Spotting the signs that they or someone they know may be experiencing mental ill health
- Who they should go to if they need advice or support. For example, their manager and/or mental health champion. If there are trade unions in the workplace, they may also be able to offer further support and advice
- Any concerns or questions employees may have.



