

Board of Management

Date of Meeting	Wednesday 16 December 2020
Paper No.	BoM3-H
Agenda Item	6.1
Subject of Paper	HR Wellbeing support
FOISA Status	Disclosable
Primary Contact	John Gribben
Date of production	27 November 2020
Action	For Noting

1. Recommendations

To note the Graphs and narrative to give the Board of Management an overview on Wellbeing activity.

2. Purpose of this report

To provide an update to the Board of Management on Wellbeing support.

3. Key Points

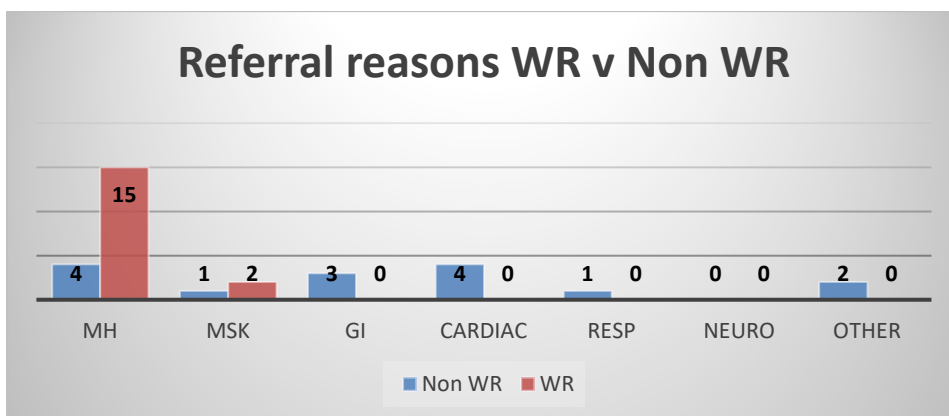
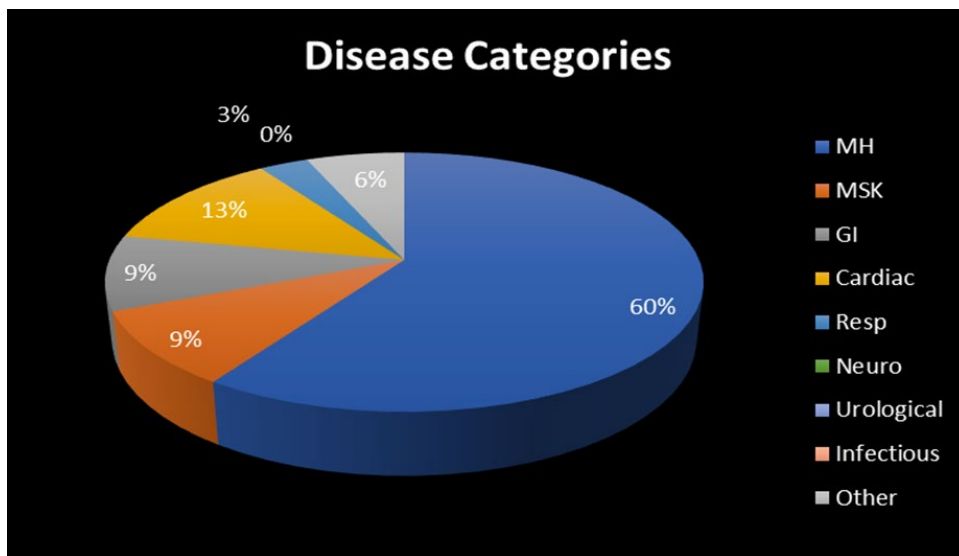
The report will cover the following:

- OH referrals
- EAP usage
- Wellbeing support

Occupational Health Referrals

There were **32** referrals to our external occupational health provider from April to Sept 2020

The chart below illustrates the reasons for referral from April to Sept 2020



- Mental Health still remains the main referral reason. The graph above that covers 6 month Apr to Sept 2020 and shows the following:
 - Reported Non work related – 4
 - Reported Work related - 15

The 15 referral reasons are for a number of reasons and the HR team are closely monitoring this and working with the relevant managers.

- For comparison the main referral reason April 19 to March 20 was Mental Health – however the split was as follows:
 - Reported Non work related – 26
 - Reported Work related – 18
- Less referrals were made in the last 6 months for non-work related compared to the previous 12 months, and an increase in work related.
- Non work related Musculoskeletal was the next main referral reason in the period April 19 to March 20, with 27 being referred. The graph above that covers the past 6 months there is only 1 case of non-work related Musculoskeletal referral

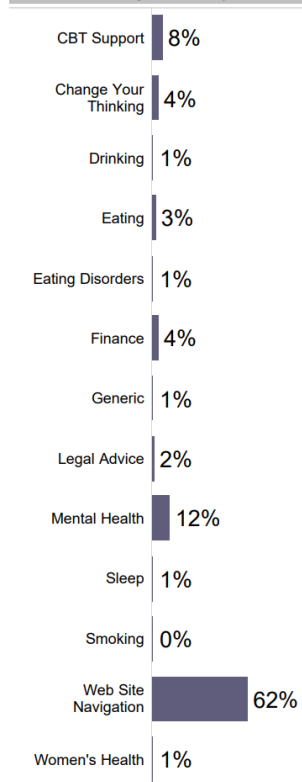
Employee Assistance Programme Usage (Pam Assist)

Total service usage of PAM Assist YTD is 246

Service Usage YTD	
a.Telephone Counselling / Advice	21
Face to Face Counselling 1st Session	7
Face to Face Counselling Additional Session	10
Legal Advice	2
Telephone Appt 1st Session	5
Telephone Appt Additional Session	13
Web Site	188

The main use of this resource is via the website with a 72% increase since May. Calls for counselling / advice have been for bereavement, legal advice, employment advice, relationships advice & workload, with mental health accounting for 70% of calls YTD.

Web Site Topic Analysis YTD



Togetherall (Formerly Big White wall)

Since launch in March 2020 we have had 220 staff registrations for Togetherall (& 697 students). Users have registered from finding Togetherall on the College website, Staff Hub, all staff email & through staff referrals. People spend an average of 30mins on the website and each member has logged in 2-4 times, however this increased to an average of 9 times in July.

Wellbeing support since College closure on 18th March (not exhaustive)

- **The Staff Resource Hub** was quickly established, to share information & guidance
- **Resilience Workshops** ran throughout the “lockdown period” offering guidance and sharing tips on "Remaining Resilient During Uncertain times
- We hosted live **Mental Health webinars** from the Charlie Waller Memorial Trust
- We supported colleagues through **Virtual Space sessions** offering staff the opportunity to talk openly about their experiences during lockdown

- We promoted our **Employee Assistance Programme (PAM Assist)** & delivered awareness webinars on the counselling services, financial advice, online support on offer
- We have given online mental Health support through “**Togetherall**” (formally Big White Wall)
- **Occupational Health** services continued throughout with Integral offering a remote service
- The existing **Cycle to Work scheme** was reviewed and the limit increased to £2000 to allow our colleagues to purchase more expensive e-bikes & encouraging more colleagues to make use of our fantastic cycling facilities
- **Mindfulness & yoga** sessions continued throughout lockdown, with a new “**Sleep Recovery Course**” being introduced this term. Pre-recorded mindfulness session were saved to the staff hub for the summer months
- We shared videos from our students around the correct use & wearing of **face coverings**
- We asked colleagues about their remote working experiences in a **Staff survey** with responses reflecting the uncertainty of this period,
 - Most colleagues understood how to stay safe & healthy
 - Many felt unable at that time to balance work & home life
 - Some staff didn’t have a suitable workspace at home & some said their mental health had declined
 - Many were receiving timely communication and it was clear that the provision of equipment was a concern at that time
- Our **Health & Safety Committee** met remotely on a regular basis & risk assessments were reviewed for every area.
- **HSE & Environmental Health** visited our campus, an incredibly positive inspection of the safety measures in place where the college was described as the “best practice seen”
- A **Homeworking guide** was developed & our **Transition questionnaires** focused on support, personal health, wellbeing & physical equipment required to assist homeworking.
- Colleagues who indicated that they were a “High risk” were invited to undertake an **Individual Risk assessment**
- **Equipment** has been issued to staff to support homeworking & **A Manager’s Guidance booklet** was developed to support staff returning to campus

- **Process flows** were developed to simplify guidance & we responded to our obligation to report Covid related absences to the Scottish Government
- **Individual coaching support** has been given to managers throughout the transition process
- We have introduced a “**People Support**” dedicated email inbox for colleagues to reach out for support directly to the HR team
- Teamwork is encouraged through wider college activities such as the **Step Count Challenge** encouraging our teams to walk more to benefit their physical & mental health
- Colleagues who hadn't completed a transition questionnaire and who have authority to work on campus during **level 4** rules have been asked to check their Covid age & complete an Individual Risk assessment if required, new colleagues have been contacted to also complete this process
- **Manager's leadership sessions** are being developed
- We are developing a new way of measuring employee wellbeing through a **Wellbeing & Engagement survey** which will give us a baseline on wellbeing at an individual & organisational level