

Responsibility Deal - Mental Health Delivery Plans
11th November 2013

		HR	Org
<u>Private Sector</u>			
Adnams PLC	To continue to run open training sessions on Mental First Aid at Work in 2013 which enable managers and the Health Safety team to: Spot the early signs of a mental health problem. Feel confident helping someone experiencing a problem. Provide help and support on a First Aid basis. Guide someone towards appropriate professional support and self help. Raise awareness to reduce the stigma of mental health issues. To undertake return to work interviews to enable employees to rehabilitate to the workplace following a prolonged absence and to undertake reasonable adjustments to the working environment to support a sustained return. To continue to provide a confidential Employee Assistance Programme to offer advice and support on a whole range of topics via a third party not connected to Adnams. To train managers to operate in an enabling but supportive style to reduce stress levels within their teams and to capture feedback through the staff attitude surveys. In 2013, Healthy Living will be scaling the pilot to a programme to positively influence a larger audience.	1	1
American Express	In 2012, the UK Healthy Living team launched a pilot Energy and Resilience initiative aiming to help boost the levels of energy and bolster the resilience of 40 selected team leaders. The intervention included a two hour workshop where small teams reviewed their collective baseline measurements and collaborated to agree a set of five key actions to commit to in order to improve lifestyle behaviours. Following the workshop, a set of 'nudge' reminders were communicated to participants encouraging teams to stay on track and then three months later, the teams were reassessed to measure improvements and a follow up workshop ensued. Through a combination of objective and subjective measurement tools including a Heart Rate Variability Monitor, self assessment questionnaire and leader assessment the results showcased a ROI of £4.88:£1 in terms of improved performance. In 2013, Healthy Living will be scaling the pilot to a programme to positively influence a larger audience.	0	0
Bartlett Mitchell Ltd	Bartlett Mitchell are fully committed in supporting all employees to help them overcome any difficulties they may have either personally or professionally. We have the following supports in place: Knowledge/skills Management induction and training programme which covers this and all of our pledges, policies and processes relating to the health and wellbeing of each and every employee Access to information including document library, key fact sheets and website contacts relating to mental health Access to HR advisor or Director Professional support services: Referral to employee assistance programme which is independent and staffed by industry qualified professionals Referral to Occupational Health Facilities with trained medical professionals up to senior consultant status Company commitment defined in specific policies regarding: Equal opportunities, bullying and harassment, sickness health, communication, dignity respect at work, employing disabled persons and racism and acts of intolerance and alcohol substance abuse. Management and reporting systems in place to monitor Trends in absence (matched to Bradford factor) Formal return to work interview to hold discussions with employees Risk Assessments conducted as applicable Reference checks made on each applicant when joining Bartlett Mitchell and CRB checks where appropriate Performance Review processes in place for all management Coaching and support for all employees via Area Business Managers	1	0

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BT	<p>Mental Health Adjustment – We actively ensure that people with mental health conditions are managed at work in the best way possible with information, support reasonable flexibilities and workplace adjustments</p> <ul style="list-style-type: none"> • H7. BT has over the years worked at 'normalising' mental health in the workplace. As part of one of our mental health campaigns, BT's CMO publically signed up to the Time to Change pledge in 2011. This was a national programme to end discrimination faced by people with mental health problems. BT is a member of Business in the Community's (BiTC) Workwell movement. From June 2010 to June 2012, BT saw a 21.5% reduction in the annual prevalence rate of mental health related sickness absence. The company-wide mental health strategy comprises of a 3-tier framework. Level 1 of the framework promotes good mental health and aims to prevent ill health. Information is provided through a dedicated intranet site, via knowledge calls, campaigns like the health promotion programme Work Fit (See P4), road shows, mental health workshops, training for managers and the company newsletter. • Level 2 aims to identify early signs of distress and implement early intervention. Over 6,000 people managers have been trained via a one day face-to-face course in managing common mental health problems. STREAM stress risk assessment tool and management tool which identifies sources of difficulties and prompts managers to discuss and support the employee is available on-line. A health and well-being passport scheme which is a confidential document drawn up by the employee and employer describing how an employee can be managed and supported during their difficult periods is also available. • Level 3 focuses on the provision of services and resources for those who develop or have pre-existing mental health problems at work. Services range from self-help material, training on how to manage mental health in the workplace, a 24/7 counselling and advice line and a more specialised support including Cognitive Behavioural Therapy. • BT's HR's policy includes processes for rehabilitating and making reasonable adjustments to enable employees to return to work and remain at work. Adjustments are considered at every stage of employment, including recruitment, induction and training. Managers are encouraged to maintain regular reviews with the employee to review the adjustments to ensure that they continue to be effective. • Employees can access information regarding managing changing capabilities via BT's HR intranet site, knowledge calls and the health and well-being site. Recognised external support services are recommended as appropriate. • BT has recently piloted resilience building training for people managers and we are embedding this into our leadership offerings as well as rolling it out more widely across the business. 	1	1
EDF Energy	no delivery plan on website - since 26th May 2011	0	0
EEF the Manufacturers Organisation	<p>no delivery plan - annual update states:</p> <p>EEF provides advice on employment issues to about 6,000 organisations. We have incorporated mental health / chronic conditions into our employment law guidance on the contents of a good policy for both the Equality Act and attendance management. A website is available to anyone including non-EEF members for assessing mental health related issues at work for groups of employees: http://www.workorganisation.org.uk/ . EEF is looking at doing a series of national workshops on mental health/ stress in 2013/14</p>	0	0

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Iceland Foods	<p>As an organisation Iceland readily embraces the requirement to continuously develop policies and procedures that reflect its responsibilities to support those in the workplace who suffer from mental health issues.</p> <p>To underpin this over the last year we have worked collaboratively with MIND to design and deliver a 1 day development event on Mental Health Awareness in the Workplace. This has been delivered to all HR practitioners (Management and Advisor) in both Retail and Head Office. This workshop will continue to form part of the standard induction that any new HR Manager receives on joining the business.</p> <p>There have been a number of best practices that have been drawn from this specialist development activity notably the introduction of the 'Wellbeing Audit' into our Attendance Management Procedures. This is a structured intervention that may be used proactively by the HR Manager / Store Manager when they become aware of any signs that a colleague may be facing mental health challenges.</p> <p>The requirement and responsibility to consider reasonable adjustments in the workplace receives continuous business focus. Corporate recruitment materials have been reviewed and rewritten to place further emphasis and explanation for Managers involved in the recruitment process in terms of their responsibility to be vigilant in this area. We continue to develop further awareness amongst our Line Managers through the inclusion of this area of learning in Equality Workshops.</p> <p>As a company we will continue to ensure 'supported placements' with colleagues who have mental health issues, collaborating with 3rd parties e.g. Shaw Trust, Enable and local government agencies thereby ensuring duty of care is exceeded and integration within the workplace is achieved.</p> <p>Our continued membership of the Retail Trust will ensure access, for all company employees and their families, to a wide variety of areas offering specialist care including mental health.</p>	1	1

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Ipswich Building Society	<p>In the first instance of sickness absence we conduct a return to work interview which seeks to investigate whether any changes to working pattern, conditions or responsibilities would assist the employee return to work in the short or long term.</p> <p>We have an Occupational Health provider and would most likely call upon their services if we felt they could:</p> <ul style="list-style-type: none"> - Support the organisation by advising on work-related illnesses and accidents - Assist with monitoring the health of employees - Help manage absence situations - Support staff returning back to work appropriately - We might request the opinion of an occupational health specialist in determining how to manage a capability issue. <p>Some staff have been trained to deal with certain health issues, especially those around mental health. Because we are a small organisation managers do know their teams very well and are always encouraged to discuss any issues that may be affecting their staff health. Guidance is always available from the HR Department and our external HR Consultant.</p> <p>All employees have access to our staff handbook which includes policies around stress, flexible working, absence, sick pay and more.</p> <p>We will soon be issuing to all staff a 'Health and Safety handbook' which includes information on best practice in the workplace, healthy workplace conditions, correct posture, using VDU equipment and more.</p> <p>Our employee wellbeing programme is already in existence to encourage both physical and mental wellbeing. One of the main aims of our programme in early 2013 will be on mental health, linking in with Suffolk Mind and Time to Change</p>	1	1
J Coffey Rail	No delivery plan on website September 2013	0	0
KP Snacks	No delivery plan on website November 2013	0	0
Lend Lease Europe Ltd	No delivery plan on website October 2013	0	0
Mills and Reeve LLP	No delivery plan on website January 2013	0	0
Roddas - Classic Cornish Cream	No delivery plan on website May 2011	0	0

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Rossendales Ltd	<p>To help us deliver this pledge Rossendales has signed The Mindful Employer Charter. The Charter is for Employers who are Positive about Mental Health and is a voluntary agreement seeking to support employers in working within the spirit of its positive approach. As part of this we have recently undertaken a Mental Health at Work Survey and from the results of this survey, the items on the Charter and the points taken from the Mental Health and Wellbeing section of the Workplace Wellbeing Charter we have created a new Mental Health and Wellbeing Strategy. This strategy outlines three main strategic aims: Increase the number of people with good mental health and wellbeing to reduce absence and presenteeism and increase resilience, productivity and engagement. Enable more people with mental health problems to recover better. Ensure that fewer people experience stigma and discrimination. To help us achieve these aims we have put in place a Workplace Wellbeing Policy which highlights the action that Rossendales will take to help achieve the strategic aims. These include: To tackle workforce factors that may negatively affect mental wellbeing, and to develop management skills to promote mental wellbeing and manage mental health problems effectively. To develop a culture based on trust, support and mutual respect within the workplace. To provide support and assistance for employees suffering from mental health problems. To recognise that workplace stress is a health and safety issue, and acknowledge the importance of identifying and reducing workplace stressors. To help us do the above we are currently in the process of training all our managers in awareness regarding mental health and wellbeing, they have undertaken the HSE Management Competency Tool and have been provided with resources such as the new Mental Health and Wellbeing Toolkits, the SHIFT Line Manager Resource and the Mindful Employer Line Managers Resource. The Health and Safety Officer and the Staff Welfare Officer are also undertaking a two day Mental Health First Aid course in September 2012, so that we have Mental Health First Aiders alongside our Physical First Aiders. Rossendales also pays for the Simply Health Scheme as a benefit for their employee which provides a free confidential helpline for staff to use and we have also organised for Money Advice to come in and talk to employees during work time and provide financial advice and guidance to them.</p>	1	1
Serco Ltd	<p>In order to deliver these pledges across our business, it is our intention to:</p> <ul style="list-style-type: none"> • devise a short introductory training session on how to deal with chronic illness and mental health issues for line managers and roll out across our sites • provide specialist training to managers and representatives to identify early on, individuals who are suffering stress or other mental health conditions; this training will include a programme on dealing with chronic illness and providing reasonable adjustments within the workplace – we will work with the RCN to devise this training • equip managers, through the above training, with the skills and knowledge to deal with people and situations in a professional manner and manage the return of staff from long-term sick leave due to mental health or chronic conditions • circulate the NHS advice guide on chronic illness for managers and employees • provide advice and support to employees and line managers in relation to chronic illness and mental health through the My HR helpline – all advice is given by HR professionals • manage absence effectively and monitor reasons for absence, particularly for chronic conditions and mental health issues • ensure the use of Occupational Health for long-term absence and seek advice for employees on managing illness • review our absence policy to ensure provision for supporting those with chronic illness and mental health issues • ensure our Employee Assistance Programme, Unum Lifeworks, is widely communicated to our staff – this includes access to support and advice on money matters and relationships which could be exacerbating mental health issues • continue to provide work experience and subsequent employment opportunities to people who are disabled or who have learning difficulties • review the possibility of workplace adjustments for employees to enable them to remain in work or return to work more quickly 	1	1

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Team Prevent Ltd	<p>Team Prevent will work with its clients to ensure that robust processes are in place to support people with mental health issues and that there is a positive culture in each organisation to help recognise early signs and symptoms so that support can be provided at an early stage.</p> <p>We will review our clients policies to ensure that the support services available to staff are clearly documented and that there is a commitment to promoting and maintaining resilience. We will also develop health improvement strategies in line with our clients policies that are based on prevention and early intervention.</p> <p>We will train and educate managers on how they can identify early signs and symptoms and access early support for people and how they can help to rehabilitate people back to work or to stay in the workplace. We will also make information widely available to staff to raise awareness of mental health by participating in national health events such as National Stress Awareness Day.</p> <p>We will work with our clients to enable access to staff to digital tools, websites and on line portal to build resilience. We will also ensure that our Occupational Health teams work with Managers to agree adjustments that could be put into place to support staff back to work and will provide advice on support services that are available to help the employee and the employer.</p>	0	0
Unilever Ltd	<p>No delivery plan or reference to MH - Smoking Cessation/Respiratory Health: During 2012 we made information about smoking and smoking cessation available to all employees. All smokers were offered information about smoking cessation. We held 5 lunchtime workshops for smokers to engage and ask questions. 12.8% of our employees smoke which is below the national average. In 2013 all Unilever sites in the UK and Ireland became smoke free sites.</p> <p>Staff Health Checks: 3,374 (43%) have used the staff health check offer.</p>	0	0
Wellbeing People	<p>A staff 'question and answer' facility has been offered to staff who have concerns or anxieties arising from an on-going company merger by the in-house Wellbeing Committee. This will actively help to alleviate work related stress.</p> <p>Staff are routinely given a return to work interview following each sickness absence. This clarifies whether further support is required and what measures that may incorporate. Regular team meetings provide staff with updates and provide an opportunity to air concerns or queries.</p> <p>Line management is standard procedure. This offers regular one to one meetings to monitor work load, offer support, provide encouragement and offer constructive advice.</p>	1	0
<u>Government</u>			
Anglia and Essex Centre Public Health England	<p>An Anglia and Essex Centre Staff Working Group is being convened in September 2013, and will be fully involved in the implementation and delivery of a Health at Work Action Plan which will incorporate this and other pledges.</p> <p>The New Anglia and Essex Centre comprises nearly 70 staff from 13 public health function spread across 6 sites. Many will have experienced a long and uncertain transition to PHE, for this reason mental health will be a key element of the work of our Working Group our Health at Work Action Plan.</p> <p>We intend replicating the work programme being developed to support our Local Authorities for our own staff including Acas 'Promoting positive mental health at work'.</p>	1	0

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Crown Prosecution Services	No delivery plan on website	0	0
Department for Business Innovation and Skills	<p>The Department for Business Innovation and Skills (BIS) has guidance and further sources of information, available on the Department's intranet to assist management of mental health issues in the workplace. Topics include stress, rehabilitation into work, reasonable adjustments into the workplace, disability and long term health issues, mediation and the Employee Assistance Programme.</p> <p>We also have a dedicated intranet page for Mental Health issues including a number of external links to organizations including MIND, SANE, Time to Change, The Charity for Civil Servants and Black Dog Tribe.</p> <p>Managers can also access the support of a HR Adviser for guidance on making reasonable adjustments and staff can be referred to the Department's occupational health provider for further advice.</p>	1	0
Department for Communities and Local Government	<p>The principles of the Workplace Adjustments for Mental Health Guide are incorporated into DCLG HR policies and procedures. Our existing attendance management processes support managers to make reasonable adjustments for staff with mental health conditions and to help them return to work as quickly as possible following a period of mental health related sickness absence. DCLG managers and HR staff have access to guidance and information via the staff intranet to enable them effectively manager staff with mental health conditions. This is supplemented by specialist advice services including the HR Shared Services Team, HR Advisory Team, Occupational Health Service and the Employee Assistance Programme (for both individuals and managers/HR). DCLG will continue to promote these principles through relevant channels.</p> <p>DCLG held its first Mental Health Awareness Day on 14 May 2013. The event held in our main office in London featured representation from DCLG disAbility Network, the Civil Service Charity, PCS, Right Management our Employee Assistance provider and Mental Health First Aid England. This was followed by a presentation on stress and resilience to Senior Members of Staff on 16 May 2013. The key message from the session on building resilience and sustainability continues to be cascaded throughout the organisation via Deputy Directors and HR Business Partners. In addition we also ran a number of mental health and resilience building workshops which 91 members of staff attended. Next year we plan to run similar workshops and are making plans to increase participation across all grades.</p> <p>A briefing session on identifying and preventing stress was held on June 2013. This featured presentations from MIND, Time for Change and Karl Cunion – a member staff who talked about his personal experiences and reflections.</p> <p>The Department is currently undertaking an internal review of its reasonable adjustments provision including mental health workplace adjustments.</p>	1	1
Department for Education	No delivery plan on website	0	0

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Department of Health	<p>In the last year we have continued to work with the guidelines which have been incorporated into our HR policies for managing long term conditions in the work place. We have throughout a number of different communication channels promoted and highlighted the guidelines to staff.</p> <p>Some examples of those communication channels are our intranet site, staff wellbeing market places, and staff briefings. As an example as part of our staff engagement process we have run a number of workshops specifically for Carers and those being cared for who have a LTC ensuring staff are fully aware of what support we have and how we are committed to keeping staff in the work place in order to support their rehabilitation or offer flexible working to accommodate their specific requirements. We maintain and promote the route to access confidential medical advice through 'self referral' with our OH provider. We also offered a personal health checks at various events to all staff this year to help identify/ prevent CC with the opportunity for staff to have a 121 with our OH nurse.</p> <p>We continue to promote our mental health and reasonable adjustment guides for managers and encourage best practice in this area. We have used adjustments, with advice from our OH provider in the past year to promote employee mental well-being and address mental health problems in a way that responds to the needs of the individual and the Department.</p> <p>We further promote a culture of mental health and well-being and proactively take part in initiatives such as 'time to change'. As part of our Health and Well-being programme, a video was filmed by staff volunteers to help to tackle mental health stigma, creating a way for lots of people to acknowledge that mental health issues have affected them (whether having a condition themselves or supporting someone with one) in a very controlled way so no one feels singled out. Over 40 members of staff at all levels contributed and the video was available on our staff intranet</p>	1	1
Department for Work and Pensions	<p>As a service provider and employer DWP is committed to embracing diversity and promoting equality of opportunity. Existing HR policies and procedures already meet the principles of the adjustments guide. Workplace adjustments, whether physical or a change in work practice or pattern, are agreed in an open conversation between the employee and line manager in the first instance. Where adjustments are more complex employees are referred to dedicated Departmental reasonable adjustment practitioners who manage the case in partnership with the individual, line manager, occupational health advisors or external specialist providers, where appropriate, to provide a suitable adjustment.</p> <p>DWP is also involved in complementary activities to further progress the mental health agenda and to streamline reasonable adjustment provision e.g. jointly leading a cross-Civil Service Central Adjustment (CAT) pilot to provide an escalation route for complex adjustments. Here a centralised team acts as a Centre of Expertise offering advice to employees; and a case management service for more complex adjustments delayed at Departmental level. CAT, in partnership with the national DWP staff Equality Group is also developing a 'disability passport' to formalise adjustments agreed within line management chains. It aims to help smooth the transition for employees managing mental health conditions as they move into future job roles. The passport also provides a useful starting point for open, honest conversations around mental health; ensuring the individual and their specific needs are central to discussions.</p> <p>DWP has also committed support to the Time to Change (TTC) initiative, a national campaign which aims to tackle mental health stigma and discrimination. DWP's TTC action plan is being developed in consultation with Equality Group members and Wellbeing ambassadors to agree meaningful activity to improve the experience of staff managing mental health conditions.</p>	1	1

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HM Revenue and Customs	<p>HMRC HR Guidance and further sources of information to facilitate effective management of mental health issues in the workplace can be viewed by all employees on the department's intranet. Topics include;</p> <ol style="list-style-type: none"> 1. Stress Management 2. Stress Tool to identifying team stressors and develop an action plan to include control measures. 3. Disability Adjustment Leave. 4. Alternative Working Patterns. 5. Reasonable Adjustments in the workplace including; increase in number of breaks, reduction in workload / targets, change of duties. 6. Creating a Reasonable Adjustment Passport. This form is completed when reasonable adjustments have been agreed with the manager and implemented under the Equality Act 2010 and in Northern Ireland the Disability Discrimination Act (DDA). 7. A dedicated intranet page detailing information and resources to help people with mental health issues. 8. Diversity Toolkit with a section specifically on mental health issues. <p>In addition to this HMRC supply access to third party service providers; Occupational Health Provider: Managers can seek advice on the employee's mental health condition, how this impacts on the individual and their ability to effectively deploy their work duties. Advice ensures managers are in the best position to make an informed decision on how to support the individual's needs to help them sustain effective service. Employee Assistance Programme: Service provision includes;</p> <ol style="list-style-type: none"> 1. 24/7 helpline, 2. Personal counselling. 3. Comprehensive website with dedicated 'Health and Life' pages covering topics such as, Looking after Your Mental Health, Stress, Lifestyle & Wellbeing. 4 A dedicated support line for managers offering information on how to deal with difficult people issues. 5. Workshops for managers on Stress Management & Resilience and Mental Health Issues in the Workplace. <p>HMRC have a dedicated in-house advice service available to all managers dealing with complex people issues which amongst other topics, includes managing people with mental health issues. The Managers' Advice Service, Reasonable Adjustments Support Team and the Occupational Health, Safety and Wellbeing team all work towards coaching managers who are presented with these difficult issues. HMRC maintain a Health and Wellbeing intranet site which includes links to other useful sources, for example Access to Work. Regular 'hot topics' are published on the intranet site giving useful information about different health matters, including mental health. Managers have access to online learning products on stress management and mental health, raising awareness and uplifting their confidence and capability when managing these issues in the workplace. Online learning modules are available to staff, raising their awareness and encouraging a proactive approach to self management. Next steps:</p> <ol style="list-style-type: none"> 1. HMRC will be working closely with their Occupational Health and Employee Assistance Programme providers to identify and establish a protocol for closer working when providing longer term support for individuals managing their mental health condition. 2. Continue to raise awareness of mental health issues through intranet news items, and supporting health campaigns connected to mental health. 3. Support 2013 National Mental Health Awareness week, publishing articles each day on intranet news. 4. Develop robust guidance on managing Mental Health issues. 	1	1

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HM Treasury	<p>The Treasury has information and support available to help understand, identify and manage mental health issues in the workplace. We are in the process of signing up to the Time to Change Pledge which focuses on the stigma related to mental health.</p> <p>Items in place include</p> <ul style="list-style-type: none"> •DAL •alternative ways of working e.g. working patterns and working at home •stress awareness e-learning •a Reasonable Adjustment Passport used when any reasonable adjustments have been implemented. It has been developed as a way to streamline the department's reasonable adjustment processes when staff change job, move office or have a change of manager. •HR adviser trained in Mental Health First Aid; •an Employee Assistance Programme available which includes a 24/7 helpline, support line for managers, counselling, workshops including Stress Management, Resilience and Mental Health Issues in the Workplace, a website covering topics on mental health and stress; •an Occupational Health provider who can offer help and advice on the employee's mental health condition. Cases may be referred to Psych Health who provide CBT and counselling, specialising in more complex mental health conditions. •We use and have promoted other external support routes e.g. MIND. <p>Access to HR Advisers and the Health, Safety and Wellbeing Team, a Diversity Manager all of whom can offer help and advice to managers, particularly when dealing with difficult cases. We have a team of Treasury Supporters who can be there for any member of staff who may need someone to talk to.</p> <p>Next Steps:</p> <ul style="list-style-type: none"> •Publish updated Stress, Managing Sickness Absence and Workplace Adjustments guidance •Sign up to the Time to Change Pledge by mid October 2013 •Further training in Mental Health First Aid •Run workshops on mental health •Speakers share their personal experiences •Case studies to be published in our Diversity newsletter •A 'Respect Week' to take place in Sep will include Mental Health. 	1	1
Office for National Statistics	No delivery plan on website - April 2013	0	0
Public Health England	No delivery plan on website - October 2013	0	0
<u>Not for Profit</u>		0	0
Axiom Housing	No delivery plan on website	0	0
Charity for Civil Servants	No delivery plan on website (10th November 2013)	0	0

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Drinkaware	<p>The Drinkaware Trust's Employee Handbook and Policies and Procedures include information on the support offered to employees. Health and safety procedures are covered during new starter inductions. This process includes delivery of instructions on what to do during emergency evacuations and in case of fire. Drinkaware provides up-to-date knowledge and practical experience to its fire wardens and first aiders with the provision of third party professional training courses.</p> <p>There is a clear bullying and harassment policy which identifies the steps Drinkaware will take to deal with such a situation, and outlines what is deemed unacceptable behaviour in the workplace.</p> <p>There is a self-certificate form which staff members are required to complete following a sickness-related absence, and a return to work interview is held with line managers if appropriate.</p> <p>Compassionate leave, working from home and flexible working can be offered to staff, depending on individual circumstances and the needs of the organisation.</p> <p>In addition, as an alcohol education charity, Drinkaware offers additional support to staff who require assistance in managing their drinking.</p> <p>Drinkaware recognises that the misuse of alcohol can be a medical problem and in these circumstances will offer appropriate support to its staff members to help them make a recovery.</p> <ul style="list-style-type: none"> • If a medical problem is identified and accepted by the individual, then professional help will be sought. Drinkaware will meet the reasonable cost of medical treatment, i.e. counselling 	1	0
Integrate Ltd	no delivery plan on website June 2013	0	0
Royal College of Ophthalmology	no delivery plan on website December 2012	0	0

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Royal College of Paediatrics	<p>Over the last twelve months the College has committed to developing support mechanisms, introducing relevant HR policies and train managers on how to assist staff with chronic conditions and/or mental health conditions manage their work and well-being through empowerment and the availability of additional assistance where required.</p> <p>This has culminated in the introduction of a policies on Reasonable Adjustments and Diversity & Inclusion with accompanying line manager briefings, for example, how to support a member of staff with HIV/AIDS. These policies were drafted in conjunction with the recognised union for the College, UNITE. WE have also encouraged UNITE to become more actively involved in the work of the College to improve inclusivity and this has consequently resulted in the union introducing a specific Equalities Representative role.</p> <p>The College has an Employee Assistance Programme which is made available to all staff regardless of status, gender, ethnicity, disability, sexual orientation, age, political or religious beliefs. All new starters to the College receive information on this provision when they join the College and teh scheme is publicised heavily across or work locations. Staff who have patterns of absence are also asked to meet with a member of the HR/OD Team so we can gain a better understanding of the issues that may be contributing to the absences and again support is offered through either the EAP scheme or Occupational Health.</p> <p>The College has also commissioned further training for managers on mental health awareness for managers in conjunction with the Mental Health Foundation.</p>	1	1
The Big Life Group	No delivery plan on website - November 2012	0	0
Vela Group	No delivery plan on website - December 2012	0	0
WPF Therapy	<p>With reference to the Mental Health Workplace Adjustments Guide, we will review all our policy and guidance to staff and ensure that this sets out clearly how we will respond to and support staff with mental health problems. Our aim is to ensure that people with mental health conditions are managed at work in the best way possible with reasonable flexibilities and workplace adjustments. We will involve senior managers in reflection on our organisational experience of staff mental health and staff mental health issues and apply this learning to our policy review. We will ensure that managers and staff are aware of this policy through dedicated sessions at our monthly staff meetings and managers meetings and through inclusion of updated policy and guidance in staff handbooks. We will review our policies covering special needs and disability to ensure that these reflect and exemplify proportionate, reasonable adjustments for mental health needs. We will continue to ensure that all staff are provided with support for their psychological well-being in the workplace, including through the provision of high quality clinical supervision of their work with our clients who have mental health needs. We will keep effective and up to date policies and guidance through which we aim to provide a safe and psychologically healthy workplace and working culture, including our Code of Ethics and our Code of Conduct, and ensure that staff are aware of these and that they are implemented. We will review our Staff Survey to ensure that it includes questions that explore staff experience of support for their psychological well-being and mental health.</p>	1	0

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Centre for Mental Health	<p>Centre for Mental Health considers that lived experience of mental health problems can contribute positively to an individuals understanding of the barriers facing people in society who experience mental health difficulties, i.e. people who are the ultimate beneficiaries of the work which the Centre undertakes. Therefore the Centre states that personal experience of own, or family, mental health issues is a desirable criterion when recruiting our staff. In order to provide a fair and equal opportunity for people with mental health problems to gain employment with our organisation we offer work experience such as internships, reasonable adjustments for interview e.g. additional time to complete assessments, a supporter at interview and the opportunity to see interview questions a few minutes before the interview takes place. Once someone with a mental health condition becomes a member of staff they are encouraged to say as little or as much as they are comfortable to say about their mental health. The Centre has benefited from the use of Access to Work funding for personal external support for an employee with Bipolar Disorder. Time off for medical appointments is granted and flexible working to accommodate mental health ups and downs will be arranged, such as working at home if the journey into work is occasionally too distressing or exhausting, the ability to start and finish work later in the day than normal, or temporary relief from particularly stressful work activities such as dealing with incoming reception phone calls. New staff who have a mental health condition are encouraged to access informal support from others within the staff team who can empathise with their condition. Centre for Mental Healths Employee Assistance Programme and Occupational Health Services can give advice for people experiencing ongoing mental health difficulties and counselling services are available through the EAP and will be arranged where necessary for staff who require this.</p>	1	1
Mental Health First Aid	<p>All staff attend the Mental Health First Aid (MHFA) course. This 2-day skills intervention course increases mental health literacy and develops confidence and ability to recognise the early signs and symptoms of common mental health problems as well as then applying mental health first aid, a simple but effective skill to support someone in distress.</p> <p>The MHFA course teaches staff to:</p> <ul style="list-style-type: none"> - Spot the early signs of a mental health problem - Feel confident helping someone experiencing a problem - Provide help on a first aid basis - Help prevent someone from hurting themselves or others - Help stop a mental illness from getting worse - Help someone recover faster - Guide someone towards the right support - Reduce the stigma of mental health problems <p>As part of the MHFA course, each member of staff also receives a comprehensive manual (100 plus pages) which has more detailed information and resources for further use.</p> <p>From our course evaluations we know that a benefit of attending the course is that staff gain an increased awareness of their own mental health and how to ensure they are looking after themselves and when to seek help if they become unwell.</p> <p>Furthermore, wellbeing is discussed at every bi-monthly staff 1:1 with relevant adjustments made to ensure positive mental health</p>	1	1
Local Authority			

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Redcar and Cleveland Borough Council	<p>Redcar and Cleveland Borough Council is a unitary authority which came into being on 1 April 1996 following the abolition of Cleveland County Council, it is the southernmost authority in the north east region employing 4783.staffAs part of our Valuing our People Project a number of initiatives have been introduced which have impacted on staff health and wellbeing these have included a more generous flexible working scheme; changes to birthday month annual leave year, the introduction of the Supporting our Staff Workbook to help deal with pressure and stress at work and the implementation of events to recognise and reward employee achievements. As part of the Human Resources Work Plan a programme to up date all the Human Resources Polices and Procedures has been developed. To comply with this plan both the Mental Health and Wellbeing Policy and Attendance Management have been updated to reflect best practice and the changes to the Disability Section of the Equality Act 2010. The Attendance Management Policy now provides management guidance on making workplace adjustments for employees. As Polices and Procedure are reviewed Redcar and Cleveland Borough Council are committed to ensuring that these comply with the requirement of employment and equality legislation.Redcar and Cleveland Borough Council have employed a BACP qualified Counsellor since 2000 and offered counseling for all employees on a self referral basis. This provision has recently been increased by the appointment of a contractor for an additional 8 hours per weekRedcar and Cleveland Borough Council have signed up to the Mindful Employer Charter for employers who are positive about mental health. To support the attainment of this award Redcar and Cleveland Borough successfully secured external funding to train a number of employees to deliver Mental Health and Youth Mental Health First Aid. We have also attained the North East Regional Better Health at Work Bronze, Silver, Gold and Continuing Excellence Awards and regularly hold mental health and wellbeing health promotion events within the workplace which are advertised via our Intranet and/ or our fortnightly staff newsletter (Building a Better Borough)Our Pledge is to Ensure our Human Resources Polices and Procedures are update in accordance with the agreed programme. Ensure that the Human Resources Team are provided with appropriate updates when Human Resources Police and Procedures are updated to enable them to provide appropriate advice and guidanceMake workplace adjustment for employees who experiencing mental health problems to enable them to remain in employmentContinue to delivery Mental Health and Youth Mental Health First Aid Training for Managers/ Employees.Provide Stress Awareness Sessions for Managers/Employees. Keep under review the in-house counseling service (Staff Support Network) to ensure that it meets the needs of the Council and our employees.Under a Stress Audits where managers identify issues with work related stress.</p>	1	1
<u>Educatio</u> <u>n</u>			

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University of the West of England	<p>UWE has created a Supporting mental health at work guidance document to raise awareness of mental health issues, help create a mentally healthy workplace and provide advice for staff on disclosing a mental health problem. The guidance was written in line with information produced by Mind, SHiFT, ACAS and the CIPD.</p> <p>The Department of Health Advice for employers on workplace adjustments for mental health conditions was incorporated into the guidance. The guidance informs managers of the legal duty to make reasonable adjustments and provides advice on having discussions with staff about their situation and any reasonable adjustments. It advises managers that adjustments should be reviewed regularly between managers and staff. The guidance includes a template WRAP and advice on discussing and agreeing a WRAP with employees.</p> <p>Managers can access the support of a HR Adviser for guidance on making reasonable adjustments and staff can be referred to University's occupational health provider for further advice.</p> <p>The guidance encourages employees with mental health problems to disclose their situation in order that the line manager is aware of their needs and can support them.</p> <p>UWE created a Mental Health webpage which outlines the sources of internal and external support and information available, including the employee assistance programme, which provides confidential helpline and face to face counselling: https://intranet.uwe.ac.uk/ou/hr/knowledgebase/Pages/Mental%20health.aspx</p> <p>UWE communicated the new guidance document and webpage to all staff via the Staff News (all staff email) and Managers E-Zine (managers' email). A mental health awareness for managers training session was held and there are plans to brief faculty and professional service executive teams.</p> <p>UWE signed the Time to Change pledge in Feb 2013 and is arranging events to raise awareness of mental health problems with the aim of reducing stigma and discrimination. A staff Pedometer Challenge will be held during Mental health awareness week in May 2013. The aim of the challenge is to encourage physical activity and improve mental wellbeing.</p> <p>The university plans to add the Time to Change logo to the UWE recruitment website (WCN) and all recruitment further particulars documents. Time to Change promotional materials will be provided to all new staff at Staff Welcome Fair events.</p> <p>The university plans to undertake the Time to Change organisational healthcheck to review the current approach, determine which interventions are working/not working and provide recommendations for improvements.</p>	1	1
Work Foundation	No delivery plan on website - April 2013	0	0
NHS			

		HR	Org
Calderdale and Huddersfield NHS Foundation	No delivery plan available - since August 2012	0	0
Cambridge University Hospitals	<p>•We have been a Mindful Employer signatory since 2010 and have completed a review of Mindful Employer charter commitments.. We provide Mindful Employer Guides for managers and staff on managing stress, anxiety and depression, including guidance for line managers on making reasonable adjustments when appropriate.</p> <p>In 2011 we signed up to the 'Time to Change' campaign to end mental health stigma and discrimination.</p> <p>We hold annual mental health awareness weeks to coincide with World Mental Health day, which includes talks from Mindful Employer; promotion of Department of Health top 5 tips for mental health; myth busting with Time To change mental health myths.</p> <p>We offer an employee assistance programme, Care First, who provide 24/7 telephone support and face to face counselling.</p> <p>We run Mental Health First Aid training for staff. Over 250 staff have attended MHFA since 2010.</p> <p>We offer a fast track face to face counselling service</p> <p>We offer resources to support staff on our staff intranet, including a range of well being pages with external links, for example to online CBT Moodgym.</p> <p>We offer weekly drop-in staff meditation sessions at lunchtimes</p> <p>We run a monthly staff group , "It's Not Just You", supporting mental and emotional resilience for staff, with a psychiatric liaison specialist and HR involvement</p>	1	1
Christie NHS Foundation Trust	We are currently developing a promotion campaign around the guides principles which will include a display stand being located in the main Trust building, promotion via our staff magazine and also on our intranet. We also intend to have a large feature around mental wellbeing at the annual wellbeing day in March 2013. Making reasonable and/or workplace adjustments for employees that will enable them to remain in work or return to work more quickly is a system that is embedded within the organisation. We have a good Occupational Health department and an EAP service available to staff which support this process.	1	0
East Cheshire NHS Trust	<p>East Cheshire Trust allows flexible working through its flexible working policy, which allows for example flexibility in work patterns and working from home.</p> <p>East Cheshire Trust will ensure that it does not discriminate against individuals on the grounds of mental health conditions and has in place provisions for 'tailored adjustment agreement'.</p> <p>In 2013 the process and implementation of these agreements will be reviewed and re-introduced using our external suppliers of HR and we will investigate the viability of using staying well plans at staff 1:1 sessions with their managers.</p>	1	0

		HR	Org
Guys and St Thomas NHS Foundation Trust	No delivery plan on website - since February 2013	0	0
Hampshire Hospital NHS Foundation Trust	<p>Hampshire Hospitals NHS Foundation Trust provides all staff with access to an external Employee Assistance Programme.</p> <p>In addition staff can self refer and refer via their Manager to obtain advice / support with the qualified Health4work (formerly Occupational Health) qualified Case Managers.</p> <p>The following Policies provide advice to managers on how to support staff :</p> <ul style="list-style-type: none"> - Enhancing Staff Mental and Spiritual Wellbeing Policy - Managing Health Attendance Policy - Supporting Staff Involved in an Incident, Complaint or Claim <p>In addition to promoting links to health and wellbeing information on the intranet the following courses are offered within the Trust:</p> <ul style="list-style-type: none"> -Self Care: - launched May 12 and 3 courses have been delivered to date. -Mental Health First Aid : - To be launched Dec 12 and plan to run 3 courses bi monthly and then review. 	1	0
Hinching brooke Health Care NHS Foundation Trust	No delivery plan - signed up since December 2012	0	0

		HR	Org
Ipswich Hospital NHS Trust	<p>We will continue to promote mental health awareness via wellbeing events, newsletters etc.</p> <p>Training on supporting staff with mental health conditions is provided to managers. This is supplemented with a managers guide. We will continue to promote the guide to managers e.g. via our intranet wellbeing pages 'managers' resource section, the Managing Attendance Workshops, Divisions' sickness review groups.</p> <p>We continue with our commitment to Mindful Employer ® and remain a signatory.</p> <p>We make workplace adjustments for employees to enable them to remain at work or return to work following absence – seeking advice from Occupational Health and relevant external organisations e.g. Access to Work.</p> <p>We will revise the Managing Stress at Work Policy including the stress identification tool. Stress audits are undertaken regularly within departments and a departmental action plan is then developed and implemented.</p> <p>A Stress indicator tool is completed on individual basis for employees who are experiencing stress. This then forms the basis of a conversation with their manager and an action plan is completed.</p> <p>Information on managing stress is provided to employees via the staff intranet.</p> <p>We provide counselling and CBT via Occupational Health and a CARE confidential listening service.</p>	1	1
Liverpool Heart and Chest NHS Foundation Trust	No delivery plan on the website - January 2013	0	0

		HR	Org
Newcastle upon Tyne NHS Foundation Trust	The Trust is fully committed to supporting all staff with mental health issues at work. The Trust has an Employee Wellbeing Policy that incorporates attendance management. This policy provides a framework that supports adjustments to jobs to enable staff with health conditions, physical and mental to remain at work wherever possible. As part of its commitment the Trust has established within the Occupational Health Wellbeing Service a full Clinical Psychology and counselling team that provide treatment, training, support and advice to managers and staff. A programme of work is in progress that encompasses a stepped approach to mental health support for staff. The aim of the Occupational Health and Wellbeing Clinical Psychology and Counselling Service is to improve the psychological health and well-being of its service users through the application of evidence-based and clinically effective psychological therapies and interventions including consultancy, supervision, teaching and training. This involves: Primary interventions aimed at identifying, understanding and hopefully reducing sources of stress in the work environment. Secondary interventions involve building resilience in staff by teaching coping strategies and generally increasing the mental and physical health of staff: a public health type approach. Tertiary level approaches offer therapeutic interventions to staff already showing signs of distress. The service will offer and provide a choice of evidence based and relevant assessment/therapies/approaches in accordance with the needs of the population and as recommended by NICE clinical guidelines. The service will be safe and effective, delivered by appropriately qualified staff, and where appropriate, professionally accredited in the treatment modality that is being delivered and within a governance framework. Practitioners within the service will receive clinical supervision from clinicians with appropriate expertise and experience via consultation, liaison and training etc. Practitioners within the service will offer clinical supervision to peers and other clinicians where appropriate. The service will respond appropriately to the diversity of service users including those from BME communities and provision of gender appropriate approaches. The service has developed a range of self-help leaflets and links to online resources covering a range of relevant topics that are available via the trust intranet. Work is in progress to develop an internet page that will enable staff to access resources while away from work. This is part of an expansion of a Trust initiative called Benefits Everyone that is available at http://www.benefitseveryone.co.uk/	1	1
NHS Property Service Limited	No delivery plan on website - October 2013	0	0
Norfolk and Suffolk NHS Foundation Trust	No delivery plan on website - November 2012	0	0

		HR	Org
South Tyneside NHS Foundation Trust	<p>The Trust is committed to supporting all members of staff with mental health issues at work, this includes those with diagnosed conditions as well as those experiencing work related stress. In addition the Trust is also a signatory on the Mindful Employer charter.</p> <p>The Trust has a number of policies and underpinning procedures in place to support a positive organisational approach to mental health, including the Psychological Wellbeing at Work Policy which includes the work life risk assessment based on the HSE 6 stress management standards, Harassment and Bullying Policy, Equality and Diversity Policy, Flexible Working, Special Leave and Carers' Leave Policies.</p> <p>The Trust has a Wellbeing Team which includes a Workplace Mental Health worker whose role utilises a creative and innovative approach to raising awareness of mental health and wellbeing and reducing stigma across the organisation. The Wellbeing Team sits within the broader Health Safety and Wellbeing department, including the Occupational Health and Health and Safety teams. This allows the Trust to have an integrated approach to all aspects of employee health, safety and wellbeing including mental health and emotional wellbeing.</p> <p>The Workplace Mental Health Worker delivers a range of mandatory and optional training for staff and managers including: Understanding stress (mandatory for all staff), Managing stress in others (mandatory for line managers), Emotional Resilience (developed by Washington MIND) and the nationally recognised Mental health First Aid training all delivered free to staff on Trust premises.</p> <p>The Wellbeing Team will run a series of events and activities throughout the year including those with a mental health focus such as Depression Awareness Week, Mental Health Awareness Week, World Mental Health Day and National Stress Awareness Day. The Workplace Mental Health Worker also offers drop-in sessions during these awareness weeks where staff can pick up a range of mental health literature.</p>	1	1
Southend University Hospital NHS Foundation Trust	<p>Southend University Hospital NHS Foundation Trust is currently engaged in the process of becoming a Mindful Employer signatory and is actively reviewing the charter commitments. Mindful Employer guides for managers and staff on the management of stress, anxiety and depression will be available for staff to read and download on the staff intranet site.</p> <p>The Trust offers a 24/7 Employee Assistance Programme from Validium who provide telephone support as well as face to face counselling sessions. The Trust also employs a full-time Counsellor who has capacity to provide same day crisis management and support whenever required. Trust managers can also fast-track staff members for counselling via a referral from the Occupational Health and Wellbeing Service.</p> <p>Resources are also available on the staff intranet to support staff and these include a range of self-help leaflets and wellbeing pages with relevant external links.</p> <p>The Occupational Health and Wellbeing Service also run regular self-care courses. This two day course is designed to help staff focus on their individual health and wellbeing with an aim to improve it.</p> <p>Future Plans</p> <ul style="list-style-type: none"> - To obtain Mindful Employer Charter and promote this Trust-wide - To continue to promote the Employee Assistance Programme to staff and to undertake annual evaluation of same 	1	1
UCLH NHS Foundation	<p>We support staff with on-site psychological and counselling support and provide CBT where appropriate. Staff with mental health issues are supported to remain at work with appropriate adjustments and early intervention is offered.</p>	1	0

		HR	Org
Wrightington Wigan and Leigh NHS Foundation Trust	<p>From a generic point of view, the Trust has a range of methods aimed at supporting staff to promote positive mental health these include a wide range of frequent corporate communications, annual staff opinion surveys to measure a range of indicators across the Trust, stress management training for staff and stress management training for managers, newly developed staff engagement processes, supporting staff at times of organisational change, health trainer support, an in-house occupational health service, staff counselling sessions available as part of occupational health services, an externally provided employee assistance programme, stress risk assessment tools, meditation sessions, the mindfulness campaign and phased return to work programmes with adjustments where required. The SHIFT line managers resource on mental health in the workplace was also issued to every line manager in the Trust. Adjustments to work are considered at every return to work, especially where there are mental health circumstances the support and advice of the Occupational Health team are vital to developing an appropriate plan. Stress training for managers includes details on carrying out stress risk assessments for individuals as well as teams. All staff carry out equality and diversity training on a regular basis and are reminded of the provisions of the Equality Act. Actions from April 2013: To enhance the mental health adjustments that may be offered to staff, the stress management training programme and attendance management training will be reviewed to include more examples of adjustments that may make a difference to someones ability to either return to or remain in work when they are facing mental health challenges. It will also promote more widely the range of partner organisations where advice may be sought e.g. access to work and the centre for mental health website and the toolkits available at part of the charter see http://neweconomymanchester.com/stories/1565-mental_health_and_employment_toolkits The Stress Management Policy will be reviewed to provide clearer guidance and support information for managers and staff and work on its promotion made different from the standard policy re-launch methods. More emphasis will be made within associated documents e.g. the Flexible Working policy to suggest to staff and managers ways in which it may support and sustain a healthy work-life balance in a mental health situation. Pursue achievement and excellence levels of the Good Work Good Health Charter Standard (which includes indicators on mental health) see http://neweconomymanchester.com/stories/1450-good_work_good_health_the_charter_award To support the roll-out of the newly developed staff engagement process through the wards and departments to facilitate the new methods to become the regular new norm of involving staff in the way things are done in the Trust To publicise all mental health related opportunities at a series of Health and Wellbeing road shows taking place across Trust sites</p>	1	1
Wye Valley NHS Foundation Trust	<p>We have a health and wellbeing group and the terms of reference state we will ensure fair and equitable access to health and wellbeing initiatives, training and support to all staff. To ensure that no protected groups are disadvantaged in this process.</p> <p>To promote a supportive organisational culture aimed at improving the physical and emotional health of employees.</p> <p>Wye Valley NHS Trust recognise that we may employ staff who already have mental health conditions, or some people may develop new mental health conditions whilst in employment .We as the employer have a duty of care to look after our staff and recognise that some staff already meet the requirements of the disability provision of the Equality Act 2010, where reasonable adjustments must be made. The types of adjustments that we do provide for are such things as:</p> <p>Reduced Hours temporarily/Permanently Adjusted days of work Day time working only Trial re deployments.</p>	1	0

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			33	22