



Time to talk

Our mental health strategy.



Introduction.

Our health and wellbeing strategy is all about the steps we're taking and the steps we will take, to make sure everyone goes home safe and well each and every day. We must continue our drive to create a culture where health, wellbeing and safety are as important as anything else we do in a day.

Not only do we meet the legal standards set out to protect our employees, we aspire to support all of our people outside of this. This could be maintaining their fitness or providing them with the tools to make improvements to their own health and wellbeing, in turn, helping them to take the benefits home and into the wider community.

So we can show our continued commitment to how mental health is perceived, we've developed 'Time to Talk'. This innovative strategy will help us in bringing mental health to people's attention, after all, it's an issue we shouldn't ignore.

- 1 in 6 British workers are affected by conditions such as, anxiety, depression and stress each year.
- Mental ill-health is the leading cause of absence in the UK, costing an average of £1,035 per employee per year.

We want to show the importance of mental health and we believe with our new strategy, we can. At the moment, mental health costs the UK £70 to £100 billion a year and most of this spend focuses on coping after there has been an impact on mental health.

Our strategy is different, we highlight the importance of prevention, including causation and the onset of mental health problems, particularly in the workplace. As well as this, we show the benefits of positive mental health and how to maintain it. We know there are many reasons which can have an impact on a person's mental health and it's important to look at social and physical environments, inside and outside of work.

Time to Talk, has been built using the **SPOT** principles - **S**potting the signs, **P**roviding opportunities to talk, **O**ffering a listening ear and **T**alking to professional

support services early - as part of our strategy, we'll be working to embed these across our people.

We're committed to removing the stigma around mental health and we'll be setting up a Yammer group alongside the campaign to encourage open discussion about mental health at work.

We've four key objectives, they are:

- greater understanding of mental health amongst all of our employees
- infiltrate those with a recognised qualification in mental health into all areas of the workplace
- equip managers with a specialist resource pack to embed and enable the SPOT principles
- closer monitoring of cases of mental health in the workplace, taking action on reoccurring trends.



SPOT the signs.

See the signs

Provide the opportunities to discuss

Offer a listening ear

Talk to a professional



Taking action.

Leadership

Our senior managers are instrumental in setting the tone across the organisation and delivery of the 'Time to Talk' strategy is a fundamental part in continuing the work that has generated a movement in the promotion of positive mental health and wellbeing throughout the company.

Executive Illness Reviews

Anyone off work as a result of work related illness is unacceptable and to ensure we understand the underlying issues so we can learn to prevent a recurrence we have introduced Executive Illness Reviews where senior managers review the outcomes of the investigation, no different to how we support learning from injuries.

Time to Change pledge

Looking after the mental health of our employees not only improves the general health and wellbeing of our employees but it also makes business sense: tackling stigma can make a real difference to sickness absence rates, presenteeism levels, staff wellbeing and productivity, and retention. By signing the Employer Pledge we are demonstrating our commitment to our strategy and to reinforcing how we think and act about mental health in the workplace and making sure that employees who are facing these problems feel supported. With the support of Time to Change we have developed an action plan to demonstrate how we will continue our drive towards removing any perceived stigma around mental health. To compliment our action plan we will publicly sign the pledge as a launch to our campaign of initiatives.

Mind-Fit

We have been working with the mental health charity MIND to develop a new mental health awareness training course. Mind-Fit will be iconic in its implementation through the use of virtual reality and immersive technology leading the industry in this field. The Mind-Fit training will be offered to all employees and replaces the current resilience training courses. Mind-Fit aims to increase and improve employee understanding and awareness of mental health generally, both in and out of the workplace. It is designed to provide an overview of positive mental health as well as mental health problems, including, anxiety, stress and depression. It will develop the learner's ability to recognise the signs and symptoms of mental health problems and outline what support is available. It will challenge any perceived stigma surrounding mental health.

Mental Health First Aid

We will embed mental health first aiders across the business to promote the SPOT principles. We will be training mental health first aiders so we have a pool of people that are able to be the voice of the workforce and provide advice to employees on where to seek assistance or specialist advice if required. Working with the mental health

charity MIND, we have devised an interactive course to include elements of immersive technology and real life case studies. This is a two day course and our employees will be awarded with a certified qualification. The course aims to increase the knowledge and confidence of employees to enable them to provide first aid and support for people experiencing a mental health problem. We want our employees to be able to respond helpfully and support the person's recovery.

Managers support

To support our managers we will be designing an online manager's pack accessible via our Portal. The managers' pack will pull together supportive documents and information to help managers have effective conversations around mental health within their teams. The pack will reference all of our support services available for managers and employees as well as links to our key policies. We expect all managers to undertake the Mind-Fit training and would hope the manager's pack will enhance the learning and resources available following the course.

Open Engagement forums

We have set up and launched a mental health group on Yammer, our internal social media forum. Yammer is accessible by all of our employees and now has over 3000 members. The mental health group has already generated many new members with employees posting about their personal experiences of mental health and promoting events and information links. This has so far generated a number of potential mental health first aiders and wellbeing champions. It also enables us to make our support services more accessible.

Frontline trauma support

We'll be looking for roles where people may be at greater risk of psychological trauma, such as when they may be working with the emergency services. These employees will take part in a programme to help prepare them if they were to face an extreme situation. As well as this, we'll be using the principals of Trauma Risk Management (TRiM), which will give teams ongoing support after an incident.

Positive Energy workshops

Positive energy workshops will be accessible for all employees across the business. The workshops will be designed to educate and facilitate behavioural change on ten key components of health and wellbeing. Although not purely specific to mental health the positive energy workshop is designed to enhance positive mental health through lifestyle change. In order to support the longevity of the positive energy principles a series of five webinars will be produced and be accessible online by all employees.

Why we're doing it.

By helping our employees with their mental health and providing them with the tools they need to proactively manage it, means they'll continue to perform at their best ability and significantly reduce their risk of suffering from ill health. As well as this, fit and healthy employees are more likely to be able to carry out their work safely, effectively and on time, even in challenging circumstances.

Employees who are able to boost their mental health and wellbeing in the workplace will function more effectively in all areas of their lives. This is likely to inspire colleagues and family members to also improve their health and wellbeing.



What you can do.

- Take some time to think about your role, your mental health and wellbeing – how can you make improvements that will benefit you and influence your team.
- Think about someone who appears positive. What do they do and how can you use them to inspire you and others? Can you help them in the change they're making?
- Book your mental health training and take a look at the support tools on the portal.
- Engage in the Yammer forum and try to talk more freely about mental health.
- Get involved in local activities which can boost positive mental health – arrange something for yourself and your team, promote these activities on Yammer for the rest of the business to see.
- If you're concerned about someone's mental health or if you feel something isn't right, generate opportunities to talk and use the expert support and guidance services available.



How we'll know if we've been successful.

- Our employees will actively engage in discussions about mental health.
- Our employees will engage with our health promotional activities to improve their own mental health and wellbeing.
- Our managers will display positive behaviours that boost mental health and promote a healthy work environment.
- Our managers will have the skills and the confidence to actively manage mental health problems in the workplace by referring to support services and accommodating local adjustments.
- We will reduce our sickness absence rate for mental health problems.
- We will see a rise in Occupational Health referrals for presenteeism mental health cases.



Employee Assistance Programme.

To support our strategy our employees can access our Employee Assistance Programme (EAP). This independent service provides confidential advice and support. It can help people prepare and cope with life's events and challenges. They are great to speak to when people feel like they don't know where to turn or who to go to for the right information. They can advise you on things like:

Consumer rights and legal information.

Benefits, housing problems, tax credits, disability, neighbour disputes.

Debt management and budgeting.

Creditors, financial health check.

Emotional support.

Poor work/life balance, illness, crisis, anxiety, loss, self-confidence, workplace pressure.

Family relationships.

Communication, marriage, civil partnerships.

Health and wellbeing.

Problems sleeping, fitness, weight management, alcohol, nutrition.

Work and career issues.

Change, team dynamics, work overload, conflict.

Housing.

Buying and selling, tenancy, neighbour disputes.

Life can be a rollercoaster and many of the issues above are an inevitable part of life, but it often helps us to manage them positively if we have prompt access to the right information and support. The team are experts at helping to identify, plan and manage life events, helping you to stay in control, happy, healthy and fully focused on life and work. It is okay to ask for help and this confidential and independent service is available 24 hours a day, 365 days a year. The Workplace Wellness expert advisors are there to help – whenever you need them you can access the service either on-line or over the phone. The services are available for all employees, you can self-refer or ask a manager, first aider or OH to refer. The online EAP service has a large library of user-friendly factsheets, self-help programmes, podcasts and links on many subjects.

The service can be accessed on-line or over the phone 24 hours a day, 365 days a year:

 0800 [REDACTED]

 [REDACTED]
username: [REDACTED]

