



Healthier Lancashire & South Cumbria

Well@Work

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- Sharing outcomes of the vision for our health and wellbeing services
- Identifying progress
- Identifying areas for future collaboration

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FEELING WELL, LIVING WELL, WORKING WELL!

Public sector employers in Lancashire and South Cumbria have been awarded for their work together to improve staff health and wellbeing in the

county *employees have told us that we're getting it right. We're listening and improving. We've seen significant increase in staff engagement scores and retention, attendance and productivity have all improved"*

Productivity starts with good health and wellbeing for our workforce whatever the nature of their jobs. Enabling our managers to lead and be the best they can be in order to support our teams has been our priority.

The Director of Public Health and Wellbeing commented that this is an extraordinary achievement.



The BIG
question is...

**HOW DID
THEY ALL
ACHIEVE
IT?**

What do our services look like?

Occupational health – meets needs
 Promotion of mental health in the workplace
 Expanded the choice
 Reduced stigma of requesting help
 Know your numbers – AF / Stroke / BP
 NHS health checks
 Consistent policies
 Physio / podiatry

How has technology changed our services

Wellbeing Hub
 Apps that link across LSC not lots of apps
 Pool resources and knowledge between organisations for Lancashire workplace app
 Connecting people with services.
 Create app for staff & LTC. Look at one app fit all
 Wellbeing in Lancashire digital apps to find help for you (e.g. city mapper)

How are our services provided?

Deliver at different sites
 Deliver at different times
 Staff can access anywhere – seamless
 Flexible access times (in/out work)
 Automation – use it more to provide 24/7 support for services

 Collaborative shared services

How have we supported staff better in work

Leadership approach 'preventative'
 MH Champions
 Culture change to enable staff to take time to look after themselves
 Advocating self-care – 'prevention'
 Staff supporting staff/ Peer support
 Implemented five ways to wellbeing
 Concessions for activities for staff
 Salary sacrifice and support for the above for staff
 Developing peer support 'walking' meetings
 Healthy food choices / canteens
 Technology restraints
 Flexible sickness absence management through medical treatment e.g. working in between treatment

What innovative approaches and programmes have we introduced?

Let's embed not always add on
 Volunteering time
 Time off for interest/activities
 As well as mandatory training, wellbeing should be on induction
 Life coaching
 Health coaching
 Orb app
 Employees take ownership of accessing support themselves, recognising when they need it

Who have we worked with to achieve these changes?

Public sector colleagues
 Our staff. Our managers
 OD, HR, OHUs voluntary sector
 Employee welfare
 Unions. Senior managers
 Staff health champions

Who else has supported the health and wellbeing agenda?

Cross working with other organisations
 Connecting and using good ideas
 Educations – GPs
 Housing
 Community sector / 3rd sector
 Private sector
 Sports / wellbeing – clubs & assets
 Local communities
 Our own worker/hidden skills

What measures/metrics have we used to record our improvements and successes?

Attendance at sessions
 Staff survey
 Wellbeing survey
 Validated measures of wellbeing (not just a selection of questions)
 Feedback from staff – Qualitative analysis – emergent themes
 Staff satisfaction survey
 Absence levels - down

1. What's working well?
2. What have you done that you can share?
3. What other areas should we focus on?