

Wellbeing in a Local Authority



Jemma Freeman - Wellbeing Specialist

Jessica Dann - Community Connections Technical Lead and 2020 Wellbeing Champ of the year.

Plymouth City Council



- 2522 employees 2122.16 FTE

Six directorate areas;

1. Children's Services
2. Customer and Corporate Services
3. Executive Office
4. Office of the Director of Public Health
5. People
6. Place

*Temporary COVID emergency organisational response centre.

Becoming a champ !



1. Recruitment drive to advertise space to be a champ.
2. Express your interest to see if there is a space in your department.
3. Obtain agreement with your Line Manager.
4. Attend the training with Livewell.
5. Once training is complete then you are added to our internal intranet pages, our Teams channel, our quarterly meeting and our monthly drop in sessions.
6. On going support is available via our Wellbeing Specialist or Teams channel.
7. Create an agenda item on your Team meetings.
8. Share any campaigns or information for your Teams.
9. Enjoy being a Wellbeing Champ.

Our Champs



Staff Room - Home x Your Wellbeing x +

plymouthcc.sharepoint.com/sites/HealthSafetyandWellbeing/SitePages/Your-wellbeing.aspx#wellbeing-champions

SharePoint Search this site

Staff Room Council website CoreHR DASH Firmstep Delt self service Document library Learning zone



Health Safety and Wellbeing

HSW home page Incidents and Accidents Policy and Annual report Skills Development Wellbeing Wellbeing at work award Site Contents Edit

★ Following Share

+ New Send by email Promote Page details

Published 22/12/2020 Edit

Children's Services - Children, Young People and Families



Stovold, Bridget
Family and Community Solutions Co-...



Burgess, Evelyn
Specialist Support Assistant



Robinson, Sarah
Family Support Worker



Woods, Sarah
Minute Taker



Brotherton, Jane
Family Support Worker

Education, Participation and Skills



Reed, Julie
Business Support Manager



Rixson, Kathy
Administration Support Manager

Customer and Corporate Services - Customer Services



Budge, Andrea
Team Leader



Allicock, Katherine
Customer Advisor

HROD



Stoyel, Sam
HR, Total Reward and Equalities Specialist

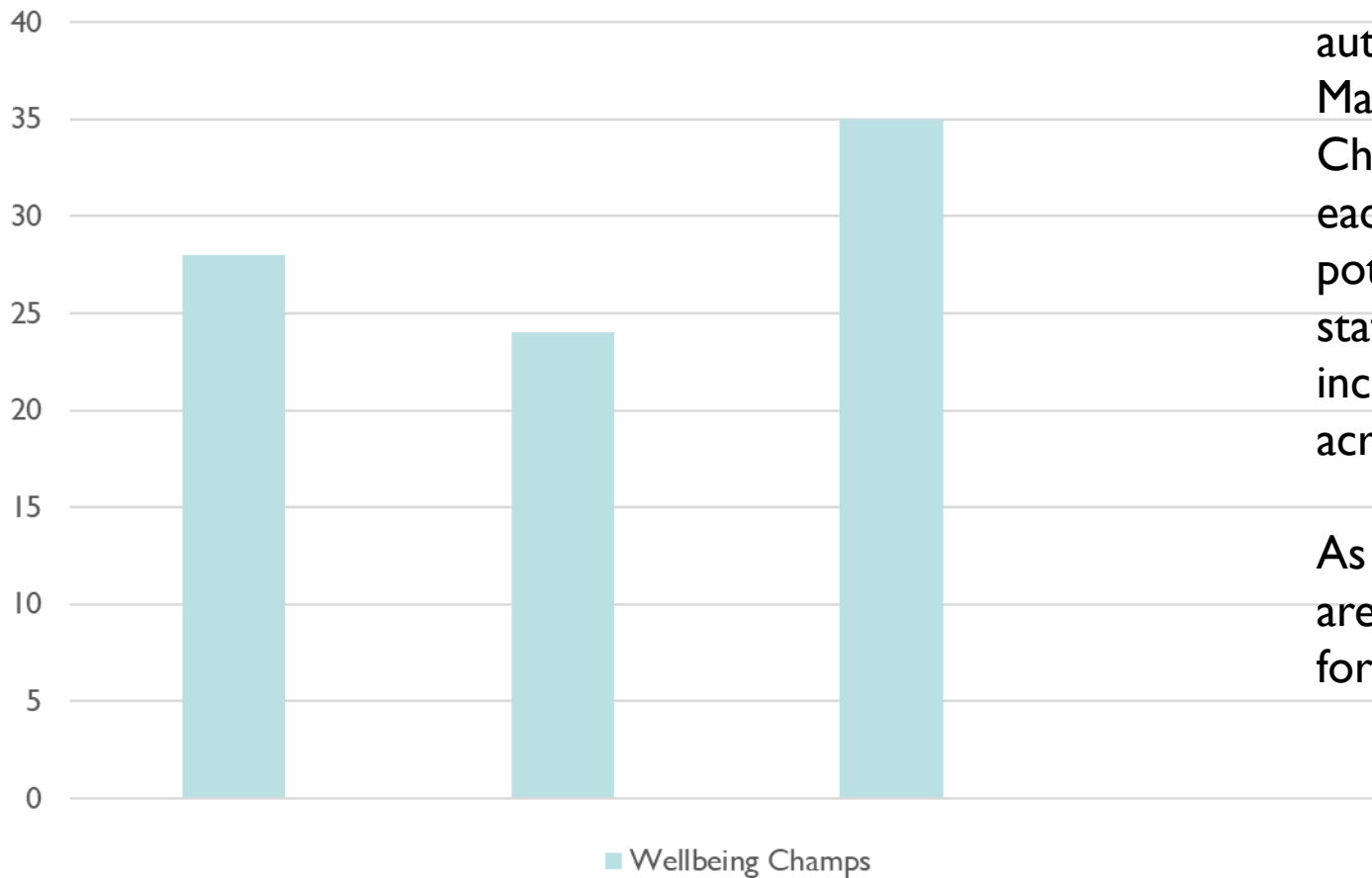


Freeman, Jemma
Wellbeing Specialist

PCC Wellbeing Champs



2019 -2021



In 2019 we were authorised by Senior Management to enrol 30 Champs meaning that each champ would potentially support 70 staff, but by 2021 this increased to 60 champs across the organisation.

As an organisation we are continuing to recruit for the additional spaces.

Wellbeing Champs Records



To impact an organisation as a whole and create some of those behaviour changes that we all refer to we recognise that we need to have the full support of our Senior Leadership Teams so we created a way to show the measure of our champs.

Wellbeing Champion log

About this form Log Employee log Submit

Date of session * ✓

Time of session * ✓

Champion * ✓

Time spent on intervention

Hours * ✓

Minutes * ✓

Source * ✓

Topic * ✓

Exporting the data for SLT

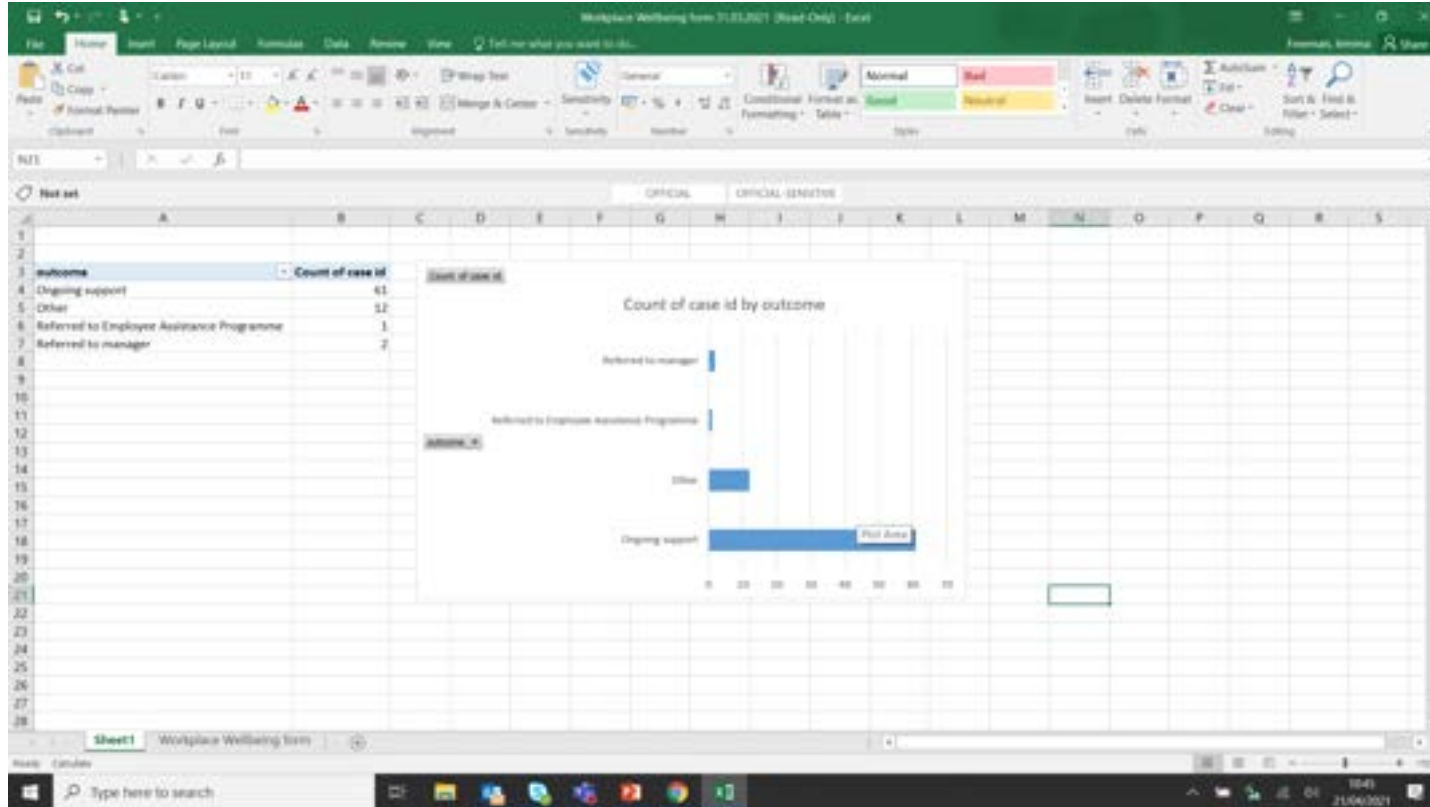


Case ID	Case status	published	date created	date completed	originator name	citizen name	product/area	Address/PI
FI-Case-121188384	Closed	Yes	30/03/2021 18:25	30/03/2021 18:25	Graham, Katherine	Graham, Katherine	Dash	Workplace Well
FI-Case-121187893	Closed	Yes	30/03/2021 18:23	30/03/2021 18:23	Graham, Katherine	Graham, Katherine	Dash	Workplace Well
FI-Case-121196801	Closed	Yes	30/03/2021 18:21	30/03/2021 18:21	Graham, Katherine	Graham, Katherine	Dash	Workplace Well
FI-Case-121156600	Closed	Yes	30/03/2021 14:39	30/03/2021 14:39	Brotherton, Jane	Brotherton, Jane	Dash	Workplace Well
FI-Case-121154517	Closed	Yes	30/03/2021 14:34	30/03/2021 14:34	Brotherton, Jane	Brotherton, Jane	Dash	Workplace Well
FI-Case-121152541	Closed	Yes	30/03/2021 14:32	30/03/2021 14:32	Brotherton, Jane	Brotherton, Jane	Dash	Workplace Well
FI-Case-121152278	Closed	Yes	30/03/2021 14:29	30/03/2021 14:29	Brotherton, Jane	Brotherton, Jane	Dash	Workplace Well
FI-Case-121948270	Closed	Yes	25/03/2021 08:38	25/03/2021 08:38	Kathy Nixon	Kixon, Kathy	Dash	Workplace Well
FI-Case-121896894	Closed	Yes	23/03/2021 15:38	23/03/2021 15:38	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121896699	Closed	Yes	23/03/2021 15:34	23/03/2021 15:34	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121896525	Closed	Yes	23/03/2021 15:30	23/03/2021 15:30	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121896381	Closed	Yes	23/03/2021 15:27	23/03/2021 15:27	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121896276	Closed	Yes	23/03/2021 15:23	23/03/2021 15:23	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121895954	Closed	Yes	23/03/2021 15:20	23/03/2021 15:20	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121895958	Closed	Yes	23/03/2021 15:21	23/03/2021 15:21	Katherine Alcock	Alcock, Katherine	Dash	Workplace Well
FI-Case-121849503	Closed	Yes	22/03/2021 12:21	22/03/2021 12:21	Stannard, James	Stannard, James	Dash	Workplace Well
FI-Case-121768940	Closed	Yes	17/03/2021 12:50	17/03/2021 12:50	Eastor, Sophie	Eastor, Sophie	Dash	Workplace Well
FI-Case-121693802	Closed	Yes	16/03/2021 13:46	16/03/2021 13:46	Kathy Nixon	Nixon, Kathy	Dash	Workplace Well
FI-Case-121693803	Closed	Yes	16/03/2021 13:44	16/03/2021 13:44	Kathy Nixon	Nixon, Kathy	Dash	Workplace Well
FI-Case-121688783	Closed	Yes	16/03/2021 13:42	16/03/2021 13:42	Kathy Nixon	Nixon, Kathy	Dash	Workplace Well
FI-Case-121687564	Closed	Yes	16/03/2021 13:40	16/03/2021 13:40	Kathy Nixon	Nixon, Kathy	Dash	Workplace Well
FI-Case-121582822	Closed	Yes	16/03/2021 10:07	16/03/2021 10:07	Freeman, Jemma	Freeman, Jemma	Dash	Workplace Well
FI-Case-121545388	Closed	Yes	12/03/2021 09:33	12/03/2021 09:33	Pope, Alice	Pope, Alice	Dash	Workplace Well
FI-Case-121204380	Closed	Yes	04/03/2021 14:31	04/03/2021 14:35	Eastor, Sophie	Eastor, Sophie	Dash	Workplace Well
FI-Case-121070251	Closed	Yes	04/03/2021 09:50	04/03/2021 09:50	Freeman, Jemma	Freeman, Jemma	Dash	Workplace Well
FI-Case-121020406	Closed	Yes	03/03/2021 16:40	03/03/2021 16:40	Sue Mills	Mills, Sue	Dash	Workplace Well
FI-Case-121008063	Closed	Yes	03/03/2021 16:00	03/03/2021 16:00	Stannard, James	Stannard, James	Dash	Workplace Well



source	topic	action/other topic	information	outcome
Teams channel content	Other	Active down info, mindful march calendar, various OneToGo links, sharing free planting opportunities	Information	Ongoing support
Meeting	Other	Compassionate friends training	Information	Other
Meeting	Other	Fx 1 to Connect sessions, nature, sleep alcohol awareness	Other	Ongoing support
Teams channel discussion	Mental health		Other	Ongoing support
Training	Mental health		Other	Ongoing support
Training	Mental health		Other	Ongoing support
Training	Mental health		Other	Ongoing support
Telephone	Stress		Advice	Ongoing support
Email	Other	Wellbeing newsletter	Information	Ongoing support
Training	Mental health		Information	Other
Face to face	Other	Bereavement	Other	Ongoing support
Email	Physical activity		Other	Ongoing support
Meeting	Wellbeing		Information	Ongoing support
Training	Other	Compassionate friends training delivered by St Luke's Hospice	Information	Other
Email	Other	Wellbeing newsletter	Information	Ongoing support
Meeting	Health and safety		Information	Ongoing support
Email	Other	Coordinating wellbeing email to all staff regarding options available and link to newsletter	Information	Ongoing support
Telephone	Stress		Advice	Ongoing support
Telephone	Stress		Advice	Ongoing support
Telephone	Stress		Advice	Ongoing support
Telephone	Mental health		Advice	Ongoing support
Meeting	Other	Business Support Review Wellbeing Workshop	Advice	Ongoing support
Telephone	Mental health		Advice	Ongoing support
Email	Other	Wellbeing Calendar and Creating ongoing support options available to all team	Information	Ongoing support
Meeting	Wellbeing		Other	Other
Meeting	Other	Compassionate friends training delivered by St Luke's Hospice	Information	Other
Meeting	Wellbeing		Information	Ongoing support

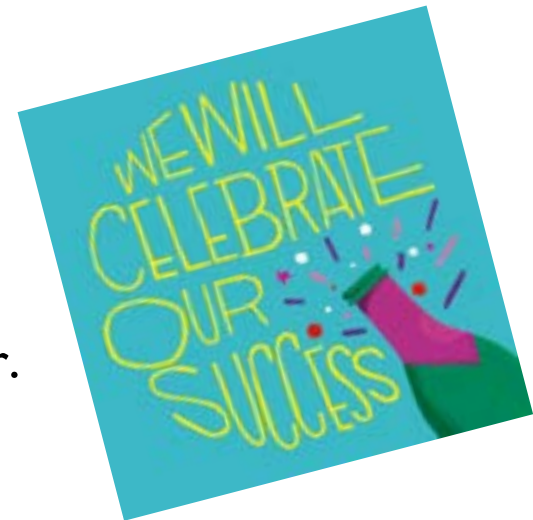
SLT data



Bronze Award



- Plymouth City Council has previously been awarded the National Wellbeing Charter, sponsored by Public Health England. This no longer exists, so we worked alongside Livewell Southwest to achieve the Bronze Award for Wellbeing at work.
- To be awarded the Bronze Level Award we had to demonstrate our commitment to wellbeing through a steering group, wellbeing champions, a workplace health needs assessment, a health and safety assessment and wellbeing action plan.
- Currently we are half way through achieving our Silver Award and we hope to have completed it by the summer.



Access to help and changes



- Updated staff room web pages weekly.
- Wellbeing Champ increased as a support mechanism.
- How to contact our Champs was changed.
- Managers accessing EAP training and support.
- Wellbeing and Resilience Training Increased.
- Drop in sessions available.
- Parent Support Group Available.
- Digital Detox Sessions.
- Mental Health Workshops offered.
- Working from home guidance over 300 pieces of DSE equipment issued to employees working from home
- Compassionate Friends training
- Working remotely and Managing remotely commissioned to support WFH

COVID 19 PANDEMIC



COVID 19

COVID-19 CASES ARE RISING IN PLYMOUTH

Act like you, and everyone your meet, might have the virus



#KeepingPlymouthSafe



COVID Response



City response



Organisational Response

Our Wellbeing Offer pre COVID



PAM assist employee support covering:

- Relationships
- Childcare
- Consumer rights
- Bullying and harassment
- Travel
- Finance and advice
- Health and fitness assessment tools
- Stress and anxiety
- Family matters
- Legal advice
- Health advice

Menopause Awareness

Occupational Health with Medigold

Support for Carers

30 Wellbeing champs

Access to Livewell Southwest Academy training including Wellbeing Champion training

E-learning offers Email stress, Depression and Anxiety, Mental Health Awareness

Seasonal Campaigns

Wellbeing and Resilience risk training

Flu campaign offered to staff

Our Wellbeing offer during and after COVID



Four step plan tackling Loneliness

Wellbeing drop in sessions

Virtual one to one coffee with your champ

Mental Health workshop addition to team meetings

Digital Detox workshop

Wellbeing Pulse surveys

Parental Support group

Flexible approach to working hours

Bereavement Support

Compassionate friends training – St Luke's

Additional two days flexi available for staff

Able Futures nine months of mental health coaching

Social channel on Microsoft Teams to keep you connected non work related

Extra days annual leave for all staff and an ability to carry forward up to 15 days until 2023

Reaching further



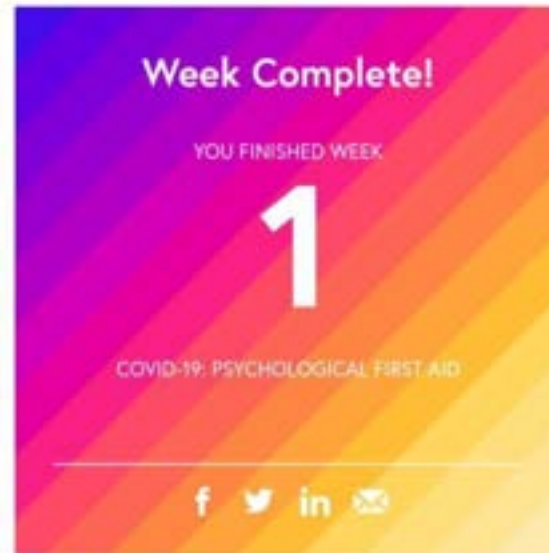
- A large part of our workforce are manual labourers and do not have access to PC's. As an organisation we ensured that printed booklets and QR codes were available to those staff.



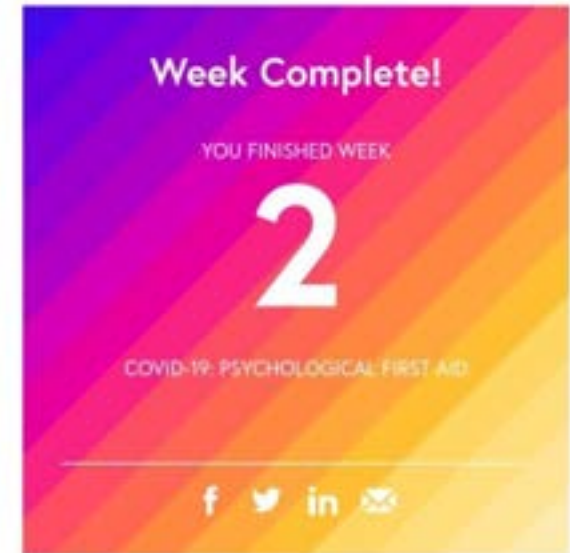
Organisational response COVID Impact



Plymouth City Council had to adapt quickly once the pandemic hit. Our staff adapted and provided so much support for the city at a very fast pace. As an organisation we were aware of the Wellbeing impact for all staff. Our specialist and some of our employees completed the Psychological First Aid COVID19 online training.



Well done on finishing Week 1. Now might be a good time to share your achievement with family, friends or colleagues.



Well done on finishing Week 2. Now might be a good time to share your achievement with family, friends or colleagues.

Social Interaction- bake off



As an organisation we realised the importance of the impact that COVID had on our employees and the lack of social interaction so we began Social Channels via Teams and did events such as Great Council Bake off.

Bake off



Social Interaction- Keeping in touch pics



Teddy enjoying his stick !

Pet Gallery



Smokey



Brian

Pet Gallery



Ginger



Aston
and
Scoots

Good News



During this difficult time the majority of our National news TV channels are filled with COVID related news so we tried as a local authority to share not only the facts and statistics about COVID but also good news stories such as the arrival of our Mr and Mrs Beaver.



Impact on staff



One of the few PCC training courses that I have attended where I felt it was beneficial to myself and worth the time spent on the day. It made me feel different about work and I have reduced my 50-60 hr weeks and feel better for it..... **Jerry Griffiths - Natural Infrastructure Officer**

I found the stress and resilience workshop really useful and could particularly relate to your jenga block analogy - **Anonymous**

I found it helpful as it was nice to know that there were other people in the same situation having the same issues. It was reassuring to know that I was not on my own.**Elsbeth Hurford-John – Technical and Business Support Officer and Mother of one child**

I really enjoyed the Beaver release video it gave me two minutes of my day to watch one of our organisations incentives to improve the environment, plus he is pretty cute! – **Anonymous**

Role of the Wellbeing Champion – how I support the team



Shared recipes/books



Good news stories

Food for Thought



Team Soup Run



Monthly Mindful Moments



Activity Clubs



CC Champions