

<b>Committee(s):</b>	<b>Date(s):</b>
Health and Wellbeing Board	2 February 2018
<b>Subject:</b> Mental Health Training and Development	Public
<b>Report of: Director of Human Resources: -</b> Health Safety and Wellbeing Manager (People)	For information
<p><b>Summary</b></p> <p>The Corporate Health Safety and Wellbeing Strategy (2018 - 2023) has six strategic themes including: - <b>Tackling work-related ill-health: Developing the wellbeing of our workforce, reducing the stigma around mental ill-health, and providing a safe and healthy working environment.</b></p> <p>The actions we will need to take include <i>embedding mandatory mental health learning and development training for all managers / supervisors.</i></p> <p>An effective way to develop a healthy working environment (and continue to break down the stigma often associated with mental ill-health) is to train people in mental health awareness and develop skills at all levels throughout the City of London Corporation.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>• The Board is asked to note the findings of this report and support the training and development framework (<b>Appendix 1</b>).</li> </ul>	

## Background

The *Thriving at Work* report commissioned by the Prime Minister was issued in October 2017, and it sets out ways that businesses and government can make a combined effort to boost staff mental health.

Some of the heaviest hitting statistics from the Thriving at Work report were:

- Poor mental health costs employers £42bn a year
- The annual cost of poor mental health to the British economy is £99bn

Such large numbers do not describe the human cost of mental ill-health.

The report reviewed how investing in supporting mental health issues in the workplace would be beneficial for both businesses and staff productivity. The most important lessons to be learned were that all employers, no matter the size or industry, must try and enforce six '*mental health core standards*', these are:

- Create a mental health at work plan
- Build mental health awareness by making information and support accessible
- Encourage open conversations

- Provide good working conditions and ensure employees have a healthy work-life balance
- Promote effective people management, with line managers holding regular conversations about health and well-being with their staff
- Routinely monitor employee mental health

Everything we do must support delivery of the new Corporate Plan and our top level objectives include people being healthy and safe at work. The City Corporation signed the 'Time to change' pledge and committed to take action to reduce mental health discrimination.

### **Our strategic approach**

The new corporate *Health Safety and Wellbeing Strategy (2018 – 23)* has six strategic themes under *CityWell* and *CitySafe* including:

***Tackling work-related ill-health: Developing the wellbeing of our workforce, reducing the stigma around mental ill-health, and providing a safe and healthy working environment.***

The actions that need to be scoped out and developed further to achieve the above theme include:

- Embedding of mandatory mental health learning and development training for all managers / supervisors
- Developing a holistic wellbeing workforce action plan with SMART objectives / measurable outcomes aligned to corporate needs
- Championing an interdisciplinary approach to prevention and early intervention.

### **What have we achieved so far – mental health learning and development**

- **Mental Health First Aid Instructors (2):** The Head of Responsible Business and the Health Safety and Wellbeing Manager are accredited MHFA Instructors
- **Mental Health First Aid Training (2-day Adult):** The 2 MHFA Instructors have co-delivered 2 Adult in-house courses training 30 colleagues as MH First Aiders. A further course is scheduled for April 2018
- **Mental Health Awareness:** 7 half-day Awareness courses have been scheduled with 3 completed and 75 managers trained to date including 2 Chief Officers.
- **Line Managers Guide to Mental Health:** A bespoke e-learning course on City Learning has been developed and 150 managers have successfully completed this to date including 2 Chief Officers.
- **A CityWell Ambassadors Network** is being developed and consideration is being given to having a lead ambassador for mental health. The first meeting of the network occurred in January 2018.
- Agreement has been reached with Mental Health First Aid (England) to hold a joint **mental health conference / seminar** at Guildhall on 18 May 2018.

## **What we will measure through our KPIs will include**

- Completion and satisfaction levels with learning and development opportunities including post-learning impacts where possible
- Recovery rates from ill-health incidents and overall intervention rates
- Measurable outcomes as agreed in the workforce wellbeing action plan

## **Our success criteria will include**

- A measurable reduction in the stigma associated with mental ill-health / disability within our workplace – normalising discussing mental health
- A sustainable reduction in reactive measures such as sickness absence and work-related ill-health incidents

## **The support needed includes**

The Health and Wellbeing Board to actively support, and continue to champion the mental health training and development framework (**Appendix 1**).

The engagement of Chief Officers and Senior Management Teams in promoting the mental health training within their departments.

## **Strategic links**

- Corporate Plan (draft) 2018 - 2023
- Health Safety and Wellbeing Strategy 2018 - 2013
- Human Resources Business Plan (draft) 2018/19

## **Further information / References**

Thriving at work: The Stevenson / Farmer review of mental health and employers (October 2017).

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## Appendix 1: Mental health whole organisation training framework

An effective way to develop a healthy working environment (and continue to break down the stigma often associated with mental ill-health) is to train people in mental health awareness and develop skills at a mixture of levels throughout the City of London Corporation.

### Mental Health Awareness

All managers / supervisors undergo a half-day awareness course as a minimum requirement

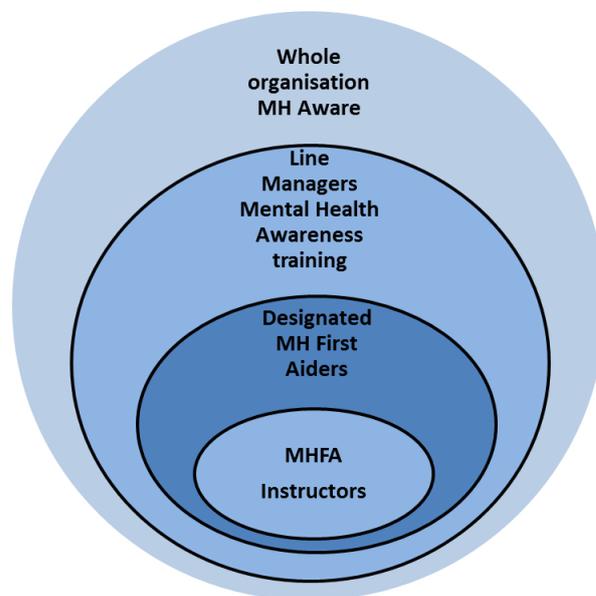
### Mental Health E-Learning

All managers / supervisors undertake the bespoke e-learning course '*Line Managers Guide to Mental Health*'

### Wellbeing Ambassadors

Wellbeing Ambassadors are City Corporation employees who act as champions for the wellbeing programme

### Lead Ambassador for Mental Health



### Mental Health First Aiders

MHFA is a 2-day course that gives people the skills to help someone who is developing a **mental health** problem or experiencing a **mental health** crisis

### Mental Health First Aid (MHFA) Instructor Training

The MHFA instructor course is internationally recognised and aims to teach people how to recognise the symptoms of **mental health** problems, how to provide initial help and how to guide a person towards appropriate professional help