

Committee(s)	Dated:
Establishment Committee	26 February 2018
Subject: Mental Health Wellbeing Update	Public
Report of: Chrissie Morgan, Director of Human Resources	For Information
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Summary

The CityWell wellbeing strategy has been our established brand since 2015 and has helped embed the wellbeing programme at the City of London Corporation. Employee wellbeing is a growing area of interest in the field of health safety and wellbeing. Grounded in a growing body of evidence and awareness of best practice, the CityWell programme is being re-focused on mental health as the top priority, supported by a wider health promotion / wellness programme. Initial consultation is underway on the development of a workplace wellbeing action plan that will support the aims of what will be our new Corporate Plan.

The Town Clerk signed the *Time to Change Pledge*, committing to take action to end mental health discrimination. The City Corporation also supports the *This is Me* campaign, a Lord Mayor's mental health charity. Mental health training and development is now a mandatory requirement for managers and good progress is being made on the delivery.

Recommendation(s)

Members are asked to:

- Note the Report.

Main Report

Background

1. Estimates of occupational ill-health from the Labour Force Survey of Great Britain indicate that 1.3 million workers suffering from work-related ill health (new or long-standing) in 2016/17, which were classified as:
 - Stress/anxiety/depression (40%)
 - Musculoskeletal disorders (MSDs) (39%)
 - Other types of illness (21%)

2. Psychosocial factors have been associated as a risk for both mental ill-health and MSDs. The term 'psychosocial factors' describes a host of potential influences on health, including those relating to the environment, the nature of work or work tasks, relationships and individual factors such as beliefs, attitudes or personality traits.
3. According to the Mental Health Taskforce one in four persons will experience some form of mental health issue in any given year. The Chief Medical Officer, (Department of Health) indicate that mental illness being the largest single source of burden of disease in the UK – no other health condition matches mental illness in combined extent of prevalence, persistence and breadth of impact.
4. There is a strong body of published evidence to support the development of workplace health promotion and interventions. Approaches to improving the health of employees can be effective in several areas:
 - **Mental health programmes.** The evidence is strong around learning and development programmes for managers supported by targeted interventions.
 - **Organisational approaches.** There is good evidence to support holistic embedded organisational approaches with focus on an area of risk / concern supported by broader wellness programmes.
 - **Health promotion/wellness programmes.** Multi-component programmes covering a range of lifestyle issues (e.g. physical activity, diet, smoking cessation etc.), designed for employees but supported by senior management appear to be effective in improving aspects of employees' health, at least in the short term.
5. 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 of boosting employee mental health.
6. Some of the heaviest hitting statistics from this (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
7. Such large numbers do not describe the human cost of mental ill-health
8. The report reviewed how investing in supporting mental health issues in the workplace would be beneficial for both businesses and employee 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 employees
- Routinely monitor employee mental health

Current Position

9. Sickness absence reporting (rolling year) to December 2017 at the City of London Corporation indicates that the top three recorded reasons for absence were:
 - Anxiety/stress/depression/other psychiatric illnesses (1st)
 - All MSD problems -including back and neck problems (2nd)
 - Cold, Cough, Flu (3rd)
10. Mental ill-health and MSDs are often skewed towards longer-term absence. A manager will be aware if an employee considers any sickness to be work related or not and will manage sickness accordingly. However, only the type of sickness is recorded for monitoring purposes and so it is not possible to differentiate between absence due to home and/or work factors in the statistics.
11. Grounded in a growing body of the evidence including awareness of best practice, the CityWell programme is being re-focused on mental health as the top priority, supported by a wider health promotion / wellness programme. Initial consultation is underway on the development of a workplace wellbeing action plan.
12. CityWell is the City Corporation's employee health and wellbeing strategy. The aim has been to establish a resilient health and wellbeing programme which continues to develop and adapt to the changing needs of City Corporation employees over the life of the strategy. The interventions were inspired by the New Economics Foundation's Five Ways to Wellbeing, Framework includes; Take Notice, Learn, Be Active, Connect and Give.
13. The CityWell strategy is a strong employee brand and has helped embed the wellbeing programme at the City Corporation since 2015. CityWell actively supports the *This is Me* campaign, a Lord Mayor's mental health charity.
14. The 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
15. A significant element of this is the training and development framework and to date we have achieved:

- **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 Mental Health First Aiders. A further course is scheduled for April 2018
- **Mental Health Awareness:** 7 half-day Awareness courses have been scheduled with 4 completed and 100 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 3 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 took place in January 2018 and there are over 20 Ambassadors.
- Agreement has been reached with Mental Health First Aid (England) to hold a joint **mental health conference / seminar** at Guildhall on 18 May 2018. The Town Clerk will be speaking at the event, and Poppy Jaman, CEO of MHFA (England) will lead a panel discussion.

Proposals

16. The new Corporate Plan includes a top-level objective - people being healthy and safe. This has been developed in our top level Human Resources Business Plan. The Town Clerk signed the '*Time to change*' pledge and committed to act to reduce mental health discrimination.

17. The actions that are in development or progress 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

18. The Establishment Committee is asked to note and actively support the CityWell strategy and to consider whether training on Mental Health awareness should be offered to Members. Member awareness alongside the engagement of Chief Officers and Senior Management teams in promoting the mental health training within their departments will demonstrate leadership and support.

Corporate & Strategic Implications

19. The above relates to the draft Corporate Plan (2018 - 23), where a corporate outcome within the strategic objectives as health and wellbeing. Specifically, that "people enjoy good health and wellbeing"

20. In turn our draft Human Resources Business Plan (2018 – 19) includes the embedding of mandatory mental health training and development for managers.

Conclusion

21. The CityWell wellbeing strategy is a strong employee brand and has helped embed the wellbeing programme at the City of London Corporation. The CityWell programme is being re-focused on mental health as the top priority, supported by a wider health promotion / wellness programme.

22. Initial consultation is underway on the development of a workplace wellbeing action plan.

23. Mental health training and development is now a mandatory requirement for managers and good progress is being made in this regard.

24. Mental health training for Members will support the City Corporations commitment to wellbeing.

Appendices

- Appendix 1 – Mental health whole organisation training framework

Background Papers

- Thriving at work: The Stevenson / Farmer review of mental health and employers (October 2017).
- Work-related ill-health and occupational disease in Great Britain (2016/17).
From: <http://www.hse.gov.uk/statistics/causdis/>

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Appendix 1: Mental Health Awareness whole organisation Learning and Development 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

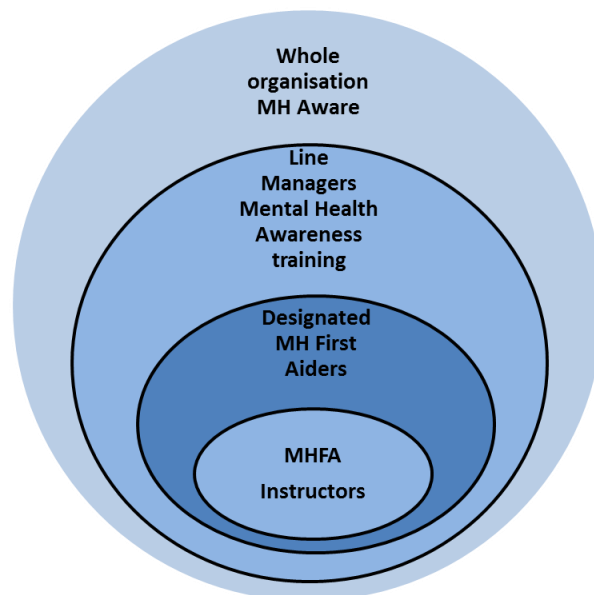
Mental Health E-Learning

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