



**Brothers of Charity Services**  
working in partnership for positive lives in England



**Health BOCS**  
By The Brothers of Charity

# Lancashire Health and Wellbeing Report 2019



**INVESTORS  
IN PEOPLE**

Gold  
Until 2021



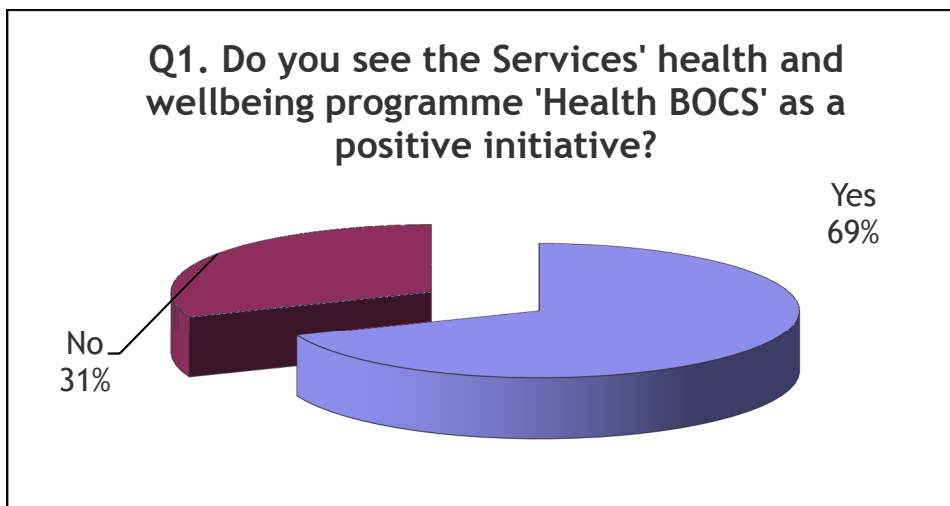
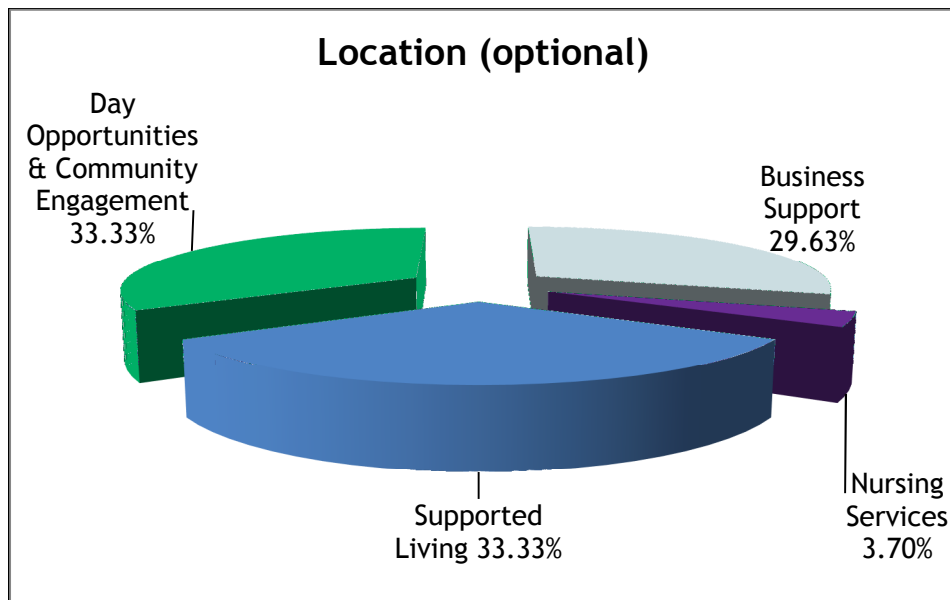
Decade of  
Health &  
Wellbeing

Living, working, having fun and making choices

## LANCASHIRE HEALTH & WELLBEING REPORT 2019

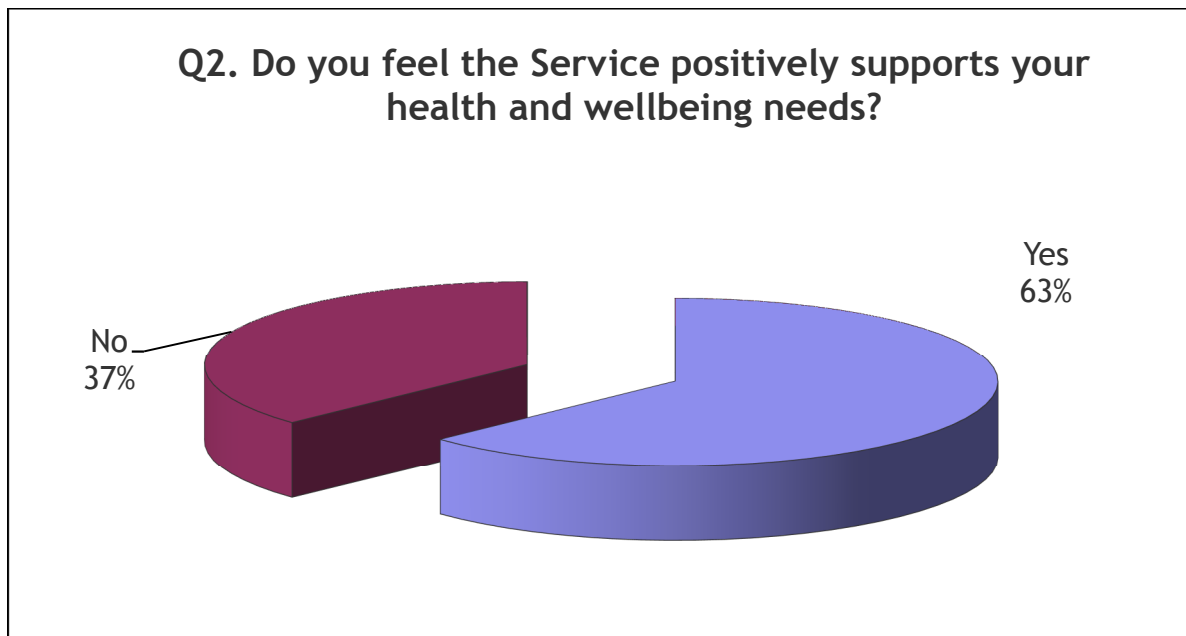
In July 2019, Brothers of Charity Services circulated a Health and Wellbeing Survey to all Lancashire Services staff. This report presents a summary of responses to each of the questions asked as well as actions generated for the service to build on our investment into your health and wellbeing.

Many thanks to those staff colleagues who participated in this survey. The results will be used to develop our Health & Wellbeing strategy and action plans to ensure all initiatives are responsive to staff needs. Your feedback is essential and we continue to welcome any comments or suggestions to help drive forward continuous improvement.



## Comments/Suggestions for Improvement included:

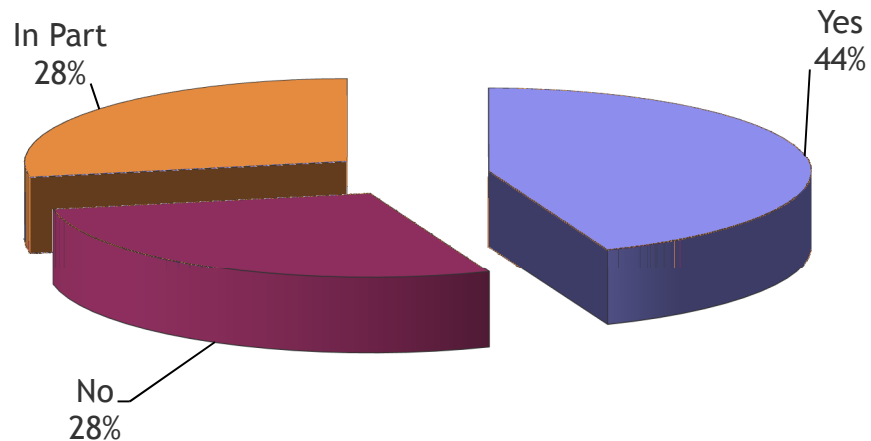
- Fresh food options available on site would be great
- I haven't heard of the scheme until now
- Never get chance to use it never told about it from team leaders due to a lack of communication
- Better promotion and range of benefits.
- What is it?
- It doesn't seem to involve the enterprise I work at in any way
- Never heard of it so I am sorry I cannot judge it.



## Comments/Suggestions for Improvement included:

- Yes through having a great line manager, the free fruit and flexible working
- As well as it can.
- Communication of decisions is non-existent. Explanation is similar. Stress is ignored.
- Not seen the effects of the service yet.
- I don't feel there is any support for my 'health and wellbeing', if anything the way we are expected to support the same number of service users as supported living whilst also running a business seems to contradict any health and wellbeing initiative.
- But no more than any other company

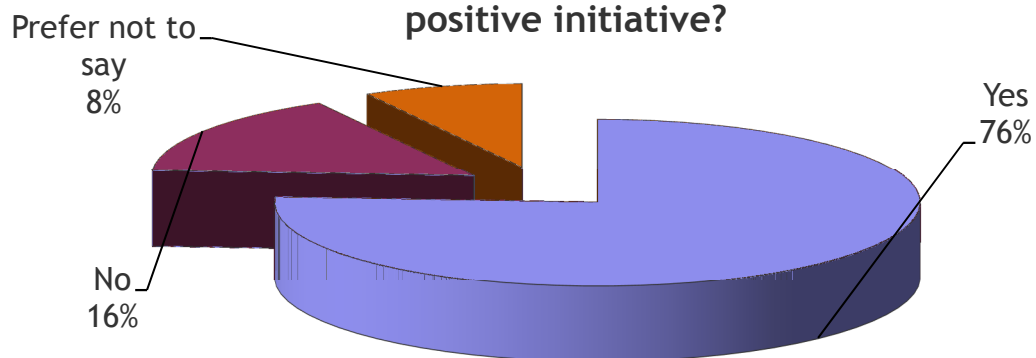
**Q3. Do you discuss your health and wellbeing needs with your line manager?**



**Comments included:**

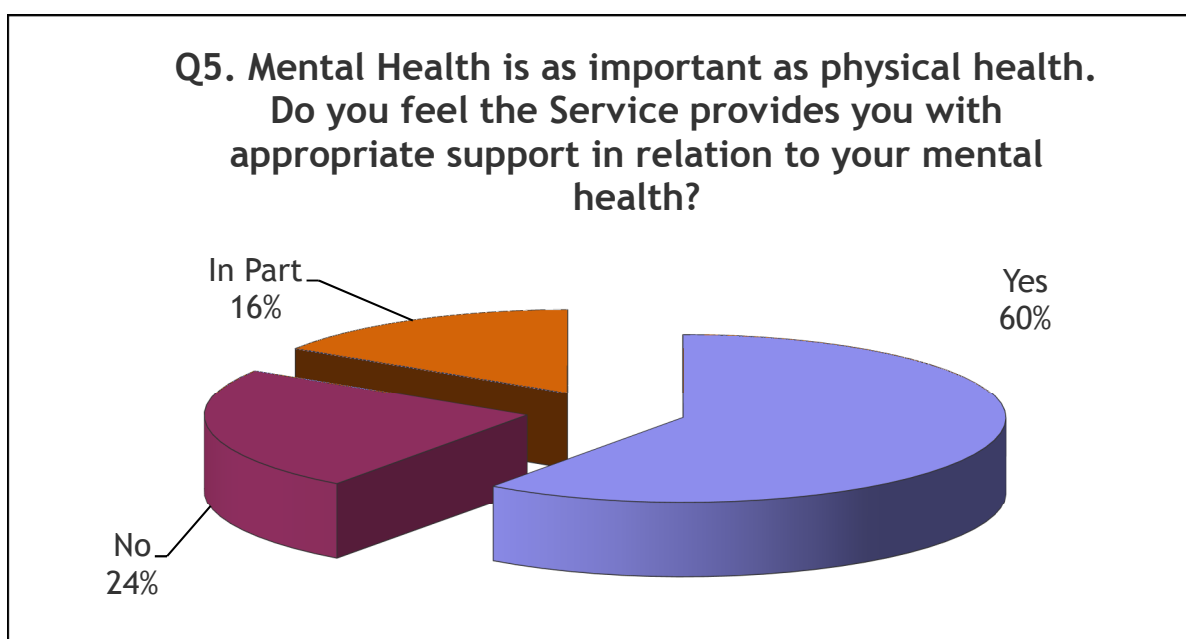
- Immediate team leader Very Good and approachable.
- If they have time and you can access them to speak to them
- They have the same issues.
- Not approach able never in always too busy
- We have a good working relationship and I feel I can tell her anything that's bothering me.
- They do the best they can
- I always feel if I have a problem I can speak with xxx

**Q4. As part of the Service's stress management policy, the use of individual stress risk assessments is promoted as a supportive and preventative tool. Do you see individual stress risk assessments as a positive initiative?**



## Please explain why you feel like this:

- Never had one didn't know stress management risk assessment exists
- It allows for management in early stages and allows for opportunity of support
- Don't trust that they will be used as intended.
- Never even knew there was one
- It will help staff feel less stress within the workplace.
- I have used these for the teams and found them a great way to show them BOC is caring about them
- As a team I don't see anyone willing to go down this route though as we are all stressed and losing another member of staff, that ultimately won't be covered, would add to the problems for everybody else.
- If they were being used then yes I would but at the moment no one is aware of them, let alone being promoted
- It's not always easy to diagnose yourself with stress, which is why talking is important.
- Stress can be common with some people especially at difficult times in life, I think the individuals we support can pick up on the mood of staff and colleagues which can also influence their mood. Having preventative strategies and assessments minimises the risk of the people we support picking up on stress levels
- Helps us to identify where people need extra support



### **Comments/Suggestions for Improvement included:**

- Management don't have time for staff
- There is only so much an employer can help with and the ethos of the service is positive towards mental health and wellbeing.
- Especially my Line manager she has been so supportive over the time I have worked for BOC and very understanding
- Feel the company has little or no time for staff
- I don't know exactly what support is offered as I have never looked/asked about this.
- How would you know someone had a mental health issue and how would you address it?
- Depends whether there's enough staffing
- I feel the service has improved over the 3 years I have been with brothers and Medicash pays towards them who need counselling service

### **Q6. Do you have any suggestions for the service to support you to eat healthily whilst at work?**

#### **Comments/Suggestions for improvement included:**

- Promote healthy eating. Possible training in healthy eating as many staff don't know what that is
- The free fruit is great for office staff however is there anything we could do to help support staff and the people we support eat more healthy? Maybe at the next health and wellbeing day someone could come and do some healthy cooking workshops for support workers and the people we support? Could also introduce in the offices bring a homemade lunch day so people don't go out and buy something that is unhealthy?
- More variety for people with dietary needs
- Could explore the opportunity to have a sandwich van come to each site for staff to be able to purchase lunch daily - healthy options but avoiding having to go off site, rush and eat your lunch rushed.
- Café on site please.
- A spacious, clean environment to prepare and eat food.
- A healthy eating selection alongside the chocolate vending machine could be an option.
- Practice what you preach?

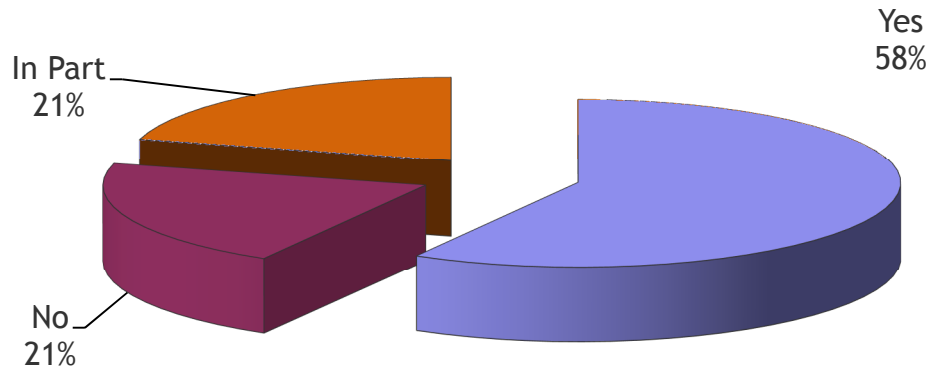
- Giving staff a lunch break instead of eating on the fly or working while eating
- Have more healthy options available onsite rather than a fruit bowl. Furthermore, the vending machine encourages bad eating especially as it's next to the training room where people will be more likely to go to during a break rather than the fruit bowl.
- More healthy options in a vending machine if they exist?
- Knowledge of the policies would be an advantage, along with manager who actually care about such things.
- I am not a fan of bringing lunch in from home and prefer to make a choice on the day rather than the night before. Access to shops on fresh food on site would be great.
- As a support worker your constantly on the go so get little time to prepare a healthy meal, so you end up eat junk food.
- Provide nursing with some free fruit and water machine

**Q7. Do you have any suggestions for the service to support opportunities for physical exercise opportunities whilst at work?**

**Comments/Suggestions for improvement included:**

- Could offer a walking/running group after work. Or during lunch breaks could be a walking group who just do a short 20minute walk round site or see if there is a member of staff who would feel comfortable to do a bit of yoga or Pilates on lunch breaks?
- Yes that would be good.
- Promote the Medicash App and offers on a reduction into gym memberships.
- Plan things instead of last minute knee jerk reactions.
- Perhaps an out of hours yoga class/ meditation in the main building.
- Access to an onsite gym. Running clubs or groups organised for employees
- I try to incorporate this into SelectionBOCS's activities where we can, ideally a walk in the morning every day. Food is a great motivator for taking a walk.
- On site gym that's free to use for employees, open 24/7 with keycard access (incorporate into ID badges) would be good, and will show staff the company is willing to give back for all their hard work.
- For staff that don't get a break it would be nice for a few services on site to join in a walk around the grounds together with service users

**Q8. Do you feel the service supports you to have a positive work-life balance?**

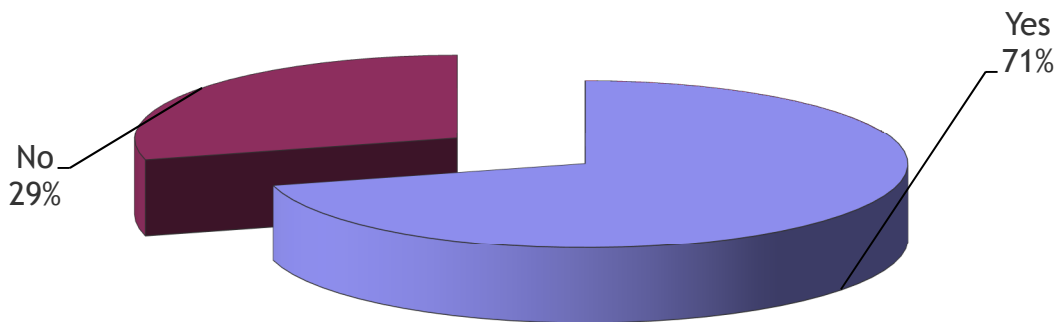


**Please comment on why you feel this:**

- As bank staff I have much more freedom to choose my work life balance.
- A better work life balance would only be achieved at this company, for myself at least, if the basic wage was a little higher meaning I didn't need to pick up bank work.
- Our CEO is very strong on this aspect and I respect that.
- My team leader has worked around my out of work life within my Rota to give me time at home and at work.
- As I feel you get dictated to more than supported and feel you are sometimes punished for that
- Insufficient resource Vs pressure to complete tasks
- I make sure that happens
- Depends on staffing levels



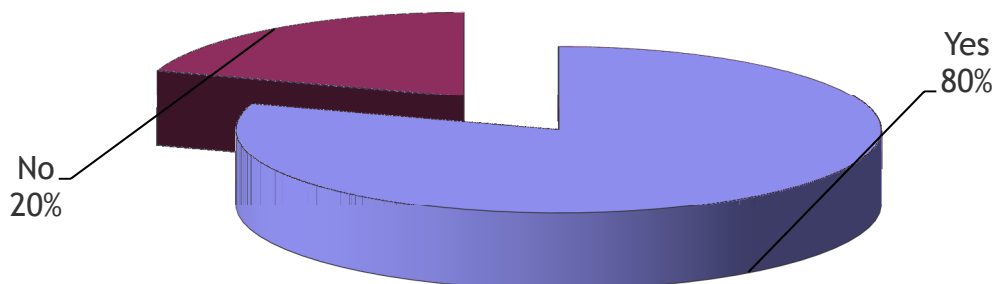
**Q9. Are you aware of the Service's management development programme (MDP)?**



**Please tell us what you think of this:**

- A good idea.
- Trust.
- I think this development is a good initiative for people who are wanting to progress in the service. I think this also provides an initiative for staff to enrol on to look at future aspects of their career
- Good
- Attended was very informative

**Q10. The Service will be launching a 'Learning Zone' on the internal intranet where staff colleagues will be able to access and be signposted to a number of online resources and training materials. Do you feel this is a good idea?**



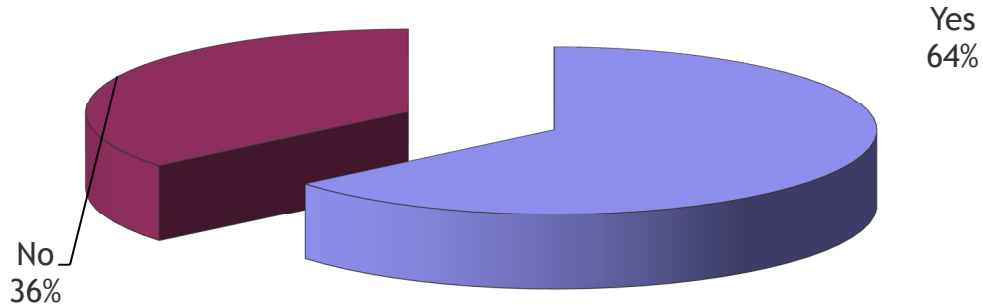
### Please tell us what you think of this:

- As home is home and work is work and the two should never cross
- If it isn't used to replace proper training
- As most initiatives that happen we do not get to hear of them and lack of communication does not help between management and staff
- CPD is an area which should be promoted.
- Never seen a good online course.
- I feel this will assist staff in learning and using these materials outside of the work place to improve the way that they work.
- Very good

**Q11. There are a number of things that we already do to support Health & Wellbeing - Below are some of them: Have you made use of them? Do you think they are of benefit? Please tick the box that applies to you.**

Answer Options	Have Used - Good Idea	Never Used - Good Idea	Never Used - Bad Idea
Dental/Optical Assistance	36.00%	64.00%	0.00%
MEDICASH	45.83%	54.17%	0.00%
Confidential Counselling Helpline	16.00%	84.00%	0.00%
Long Service Awards	29.17%	70.83%	0.00%
Annual Leave (above statutory requirements)	54.17%	45.83%	0.00%
Occupational Sick Pay	33.33%	66.67%	0.00%
Flexible Working Formal agreement	24.00%	76.00%	0.00%
Flexible Working Informal arrangement	48.00%	48.00%	4.00%
Occupational Health Service	28.00%	72.00%	0.00%
Discounted Gym Membership	12.00%	84.00%	4.00%
Health and Wellbeing Events	41.67%	45.83%	12.50%
Interest Free Travel Ticket Loans	12.00%	76.00%	12.00%
Cycle to Work Scheme	28.00%	68.00%	4.00%
Investment in Training	50.00%	45.83%	4.17%
Discounted cinema tickets	16.00%	80.00%	4.00%

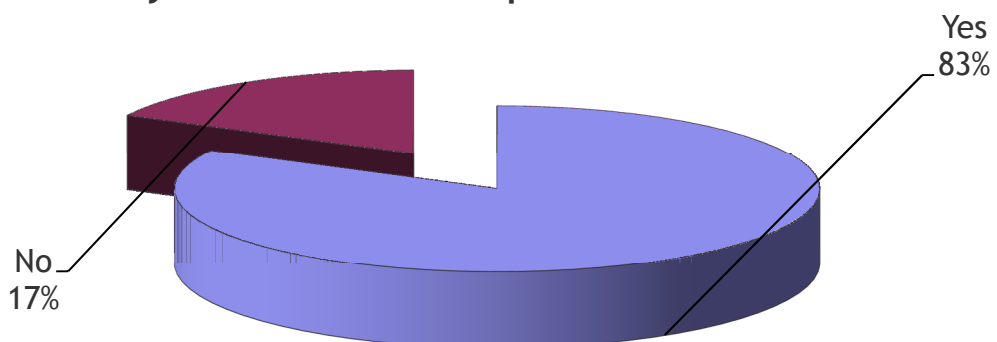
**Q12. Following feedback from previous surveys the Service has implemented an email account 'SuggestionBOCS@brothersofcharity.org.uk' for staff to suggest improvements they would like to see throughout the year. Were you aware of SuggestionBOCS?**



**Please tell us what you think of this:**

- Very good idea, giving an opportunity for staff give suggestions.
- Trust
- Lack of communication didn't know it existed
- Don't know about it, can't comment.
- I think this is a great way for staff members to give ideas and suggestions to the company in their own time and get a clear message across with having a written method of communication.

**Q13. More Health and Wellbeing Days are being scheduled across the English Services in September for staff and the people we support to attend. Do you feel these are a positive initiative?**



## **Please tell us what else you would like as part of these days:**

- It's a personal problem not something for a special day
- Never get chance to access these events as always supporting
- Mental Health awareness. Awareness of stress.
- I couldn't answer this constructively as I have only seen a 'health and wellbeing day' from behind a counter as staff for one of the enterprises. As is usual for all BOC events that we are invited to attend it is actually only for us to provide a service for others attending the events.
- Less stalls, more demonstrations and activities.

## **Q14. Please use the space below to let us have your comments, tell us what further initiatives would you like in relation to Health & Wellbeing or other suggestions for improvement:**

- Maybe training some mental health first aiders? other companies have it may be a really positive initiative here?
- Keep developing the Health and Wellbeing ideas as they do help.
- I believe to make the day better we should put posters around Chorley for the community as well as the people who have some relation to BOC
- Stop ruling by fear and citing compliance whenever you see something you don't like. Support rather than blame, works wonders.
- Mental health of the workforce is extremely important as staff have a responsibility to care for vulnerable people. Poor mental health can cloud essential decisions for example medication can be forgotten when going on an outing as there's very few staff to manage a group of people.
- I feel the Medicash should be explained to staff in a more informative way, we have staff who 2 years on not sure how to use .

**Thanks again to all those who took part in this survey.**

**Please keep your comments coming!**

**Please read on for the 2019 action plan**

## 2019 Lancashire Health and Wellbeing Action Plan

**ACTION:** To increase the provision of water coolers around Lisieux Hall site

**ACTION:** To maintain provision of free fruit and continue to promote and support healthy eating and exercise initiatives

**ACTION:** The service will continue to invest in supporting effective values led recruitment and retention initiatives to ensure outstanding services and maintain appropriate levels of resources to support effective rota planning

**ACTION:** The service will continue to invest in appropriate Learning and Development initiatives to equip the workforce with the knowledge and skills to carry out their roles effectively thus supporting their wellbeing.

**ACTION:** The service will continue to improve and develop the reporting of metrics related to health and wellbeing to support and promote continuous improvement and evidence return on investment

**ACTION:** The service will promote its staff health cash plan Medicash and its benefits and Medicash extras website as well as the gym discounts Medicash provide to staff

<https://www.medicash.org/customers/boc>

<https://www.medicash.org/customer-services/extras>

**ACTION:** The Service will continue to support the development and enhancement of staff kitchen and break/communal facilities.

**ACTION:** The Service remains committed to positively supporting the Health and Wellbeing and pastoral care of our workforce. It is intended that a suite of inclusive and accessible appropriate initiatives (e.g. alternative therapy treatments, yoga, tai chi, mindfulness, Zumba etc.) be developed and implemented with the appropriate internal resource to effectively facilitate this.

**ACTION:** The service will carry out this survey again in 12 months to continue to consult with staff for their views and suggestions

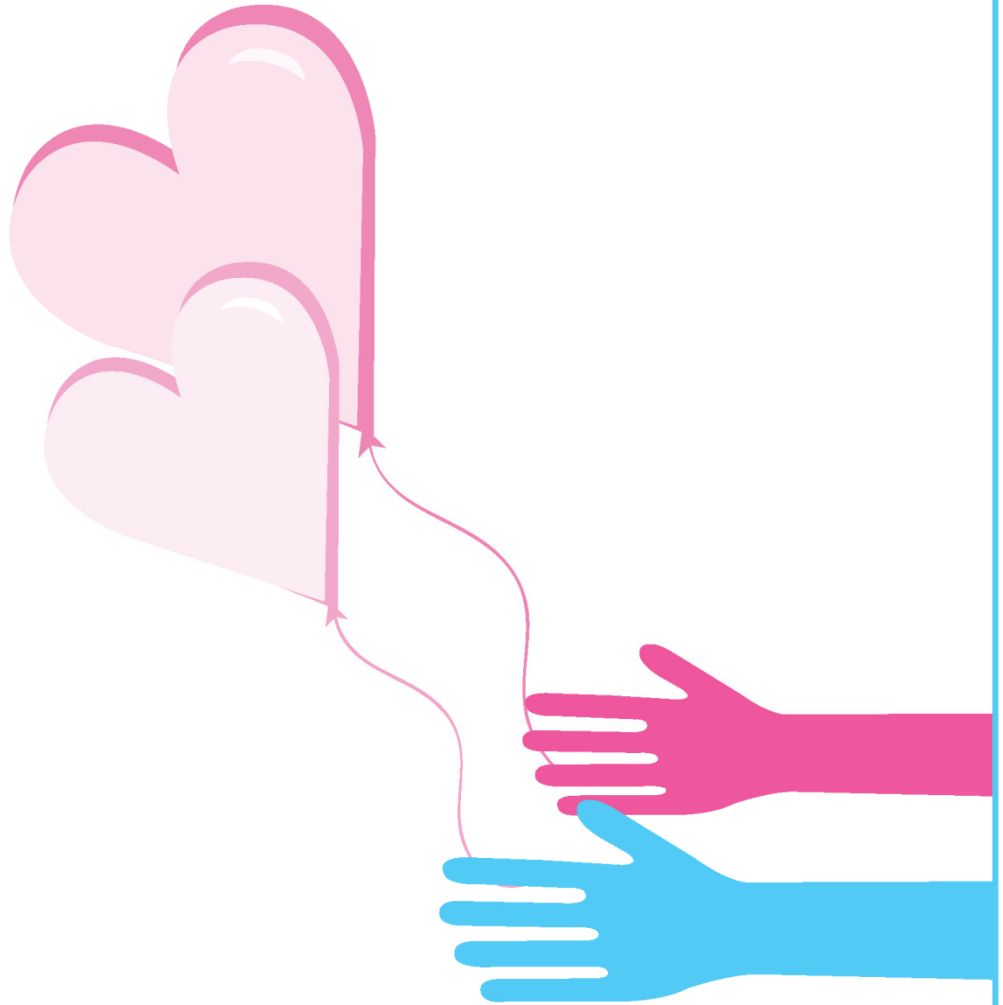


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# Health BOCS

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INVESTORS  
IN PEOPLE | Gold

CUSTOMER  
SERVICE  
EXCELLENCE

