



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



Health BOCS
By The Brothers of Charity

Merseyside Health and Wellbeing Report 2019



**INVESTORS
IN PEOPLE**

Gold
Until 2021



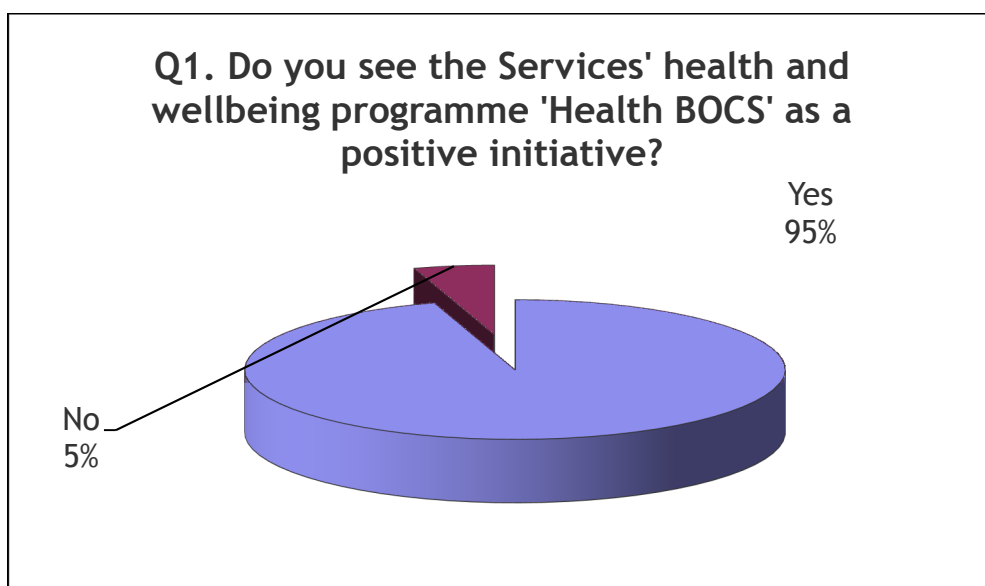
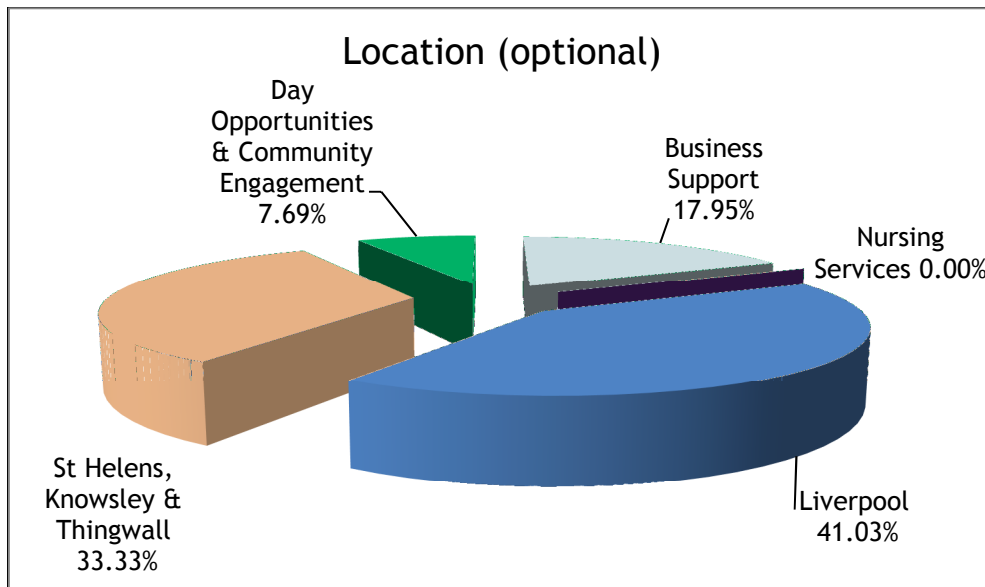
Decade of
Health &
Wellbeing

Living, working, having fun and making choices

MERSEYSIDE HEALTH & WELLBEING REPORT 2019

In July 2019, Brothers of Charity Services circulated a Health and Wellbeing Survey to all Merseyside 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.

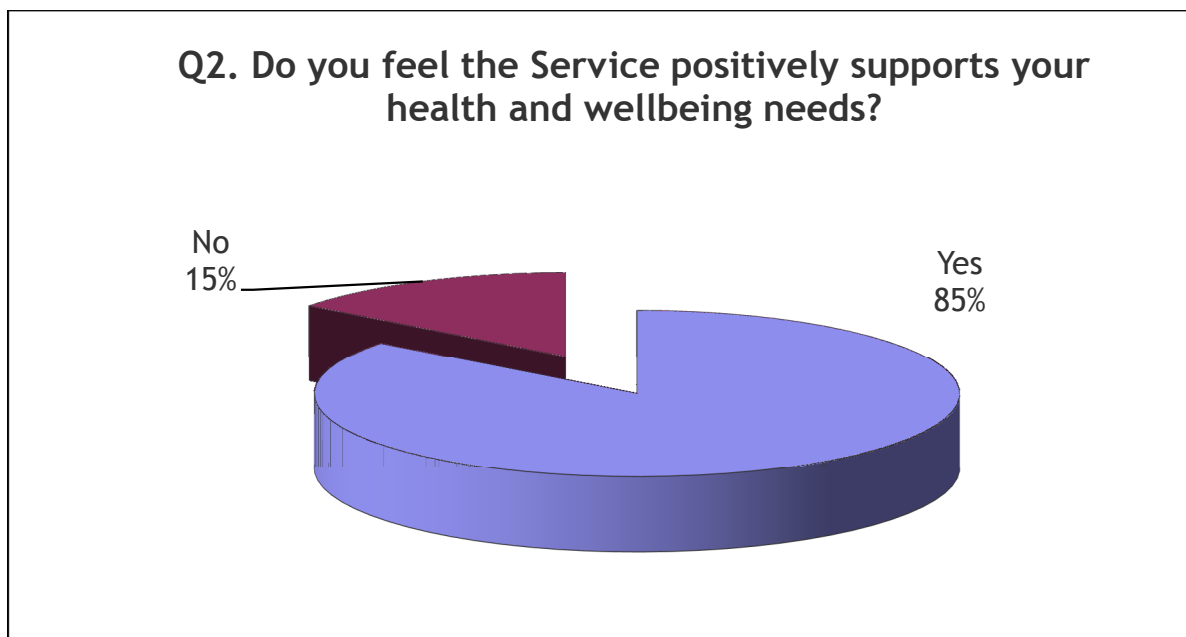
Many thanks to those staff colleagues who participated in this survey. The results will be used to develop our Health & Wellbeing strategy and action plans to ensure all initiatives are responsive to staff needs. Your feedback is essential and we continue to welcome any comments or suggestions to help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



Comments/Suggestions for Improvement included:

- Keep encouraging clients to access their local community.

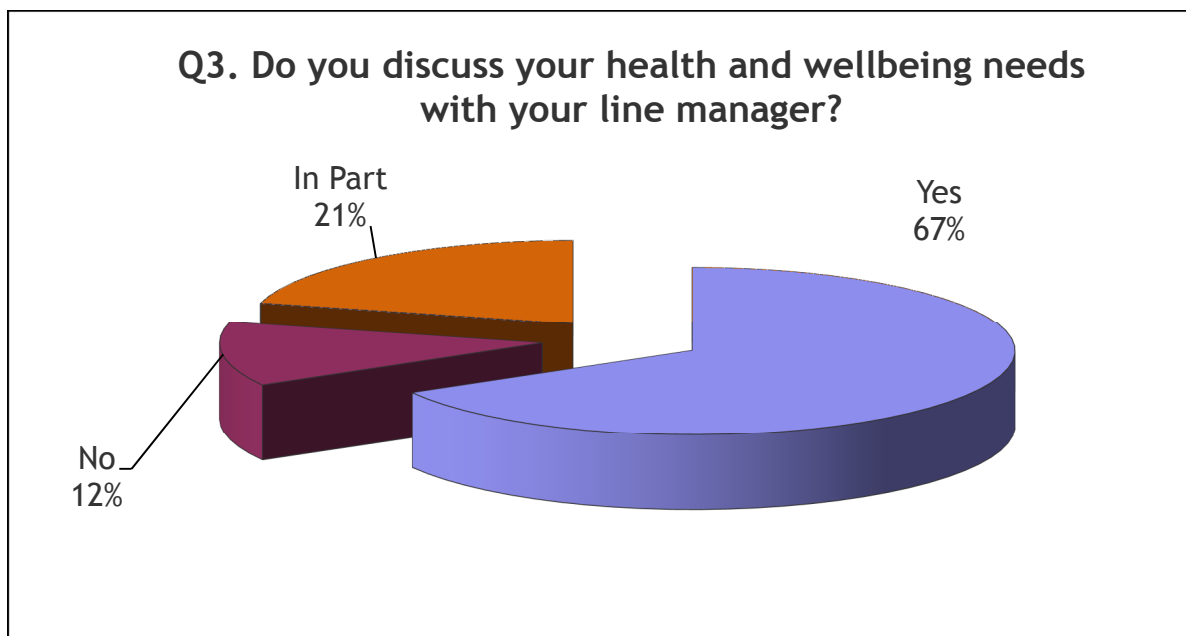
- Better promoted across the service
- Satisfied
- I've never heard of it
- I did not know it existed
- It would be better assessable
- Think far more could be done to assist staff stress levels etc.
- This could be more accessible to all staff
- Provide benches or picnic tables in the grounds to get out at lunchtime.
- It's positive as it offers support
- We are not told about initiatives and how we could become involved or given any resources or website links
- More resilience and mindfulness training for managers
- More health and wellbeing events. I enjoy attending the events that we have and brings the service closer together between HR and support staff.



Comments/Suggestions for Improvement included:

- To maintain a well-balanced healthy diet
- Happy with what in place
- Rota On Time Once In 3 Years
- I am a new starter so not sure
- Keep updated on Medicash
- I did not know it existed

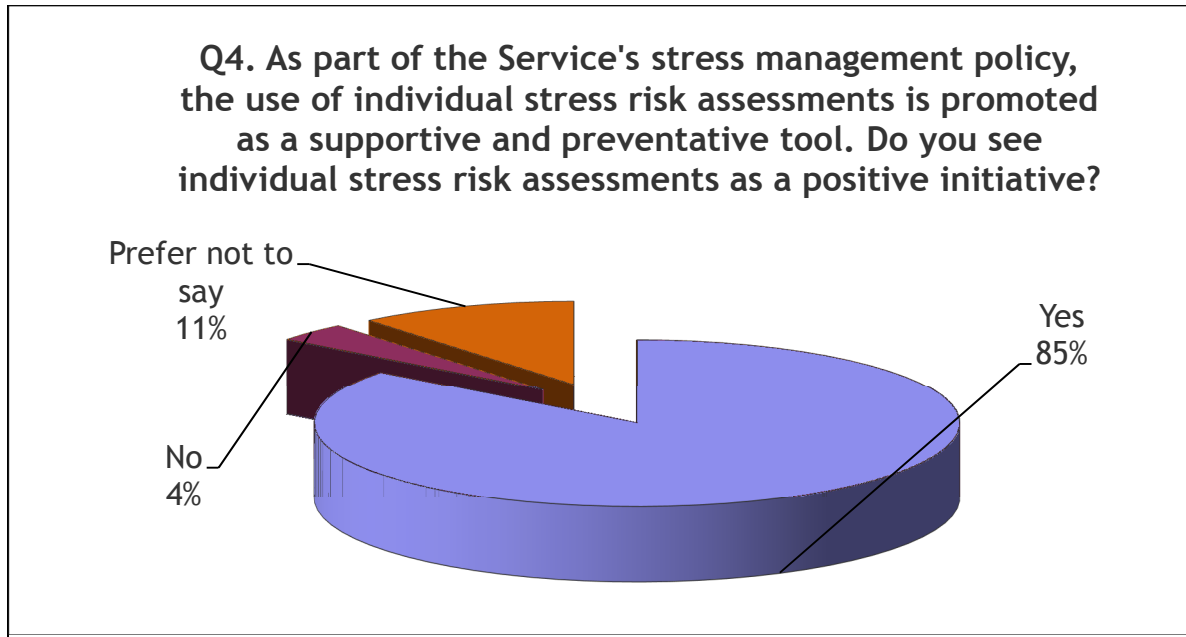
- I look after my own wellbeing needs
- Staff concerns over their own health are not listened to and high constant turnover of staff especially at management level leads to stress at work
- Medicash is a good idea
- After having been with BOC for 7 years+ having 1 sickness + 1 bereavement absence I was issued with a verbal warning after having a doctor's note to say I was unfit to work.
- Health and wellbeing is discussed with my line manager



Comments included:

- My Line manager is supportive
- To enable my line manager to know how I am doing
- Not asked in supervision about my health and wellbeing, had to bring it up myself
- Any health issues will be discussed with my line manager.
- I feel comfortable doing so
- Not as yet
- I have full support
- Should I need any support I might
- There would be no point we are all expected to just get on with it to meet the needs of the senior management team
- I would but I have had no reason to as yet.

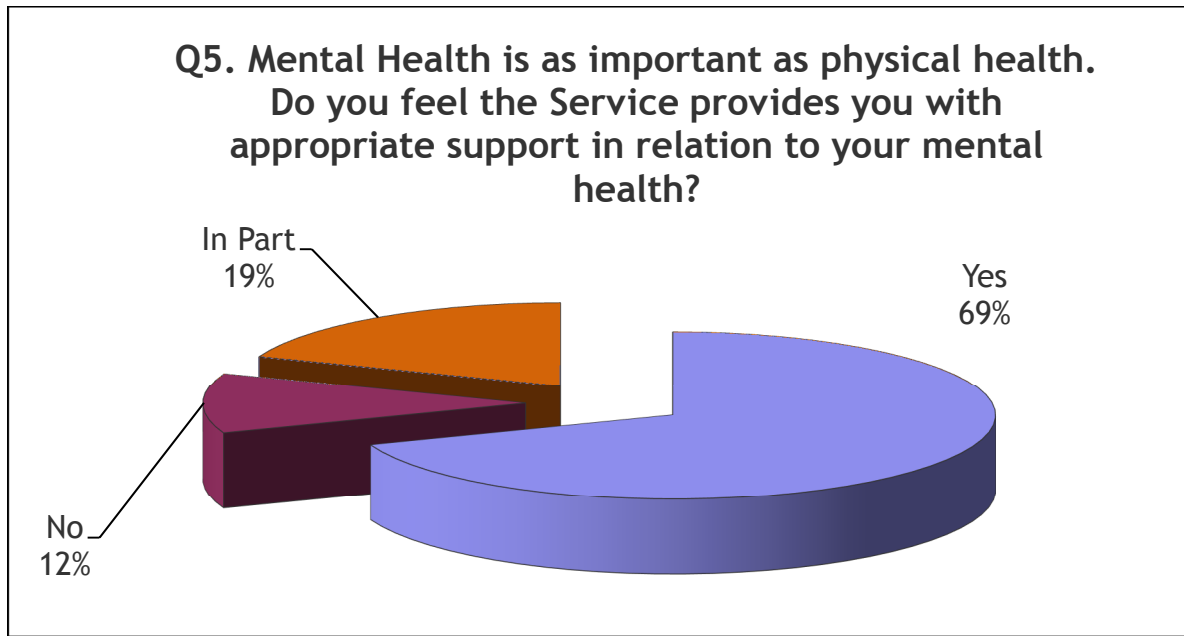
- I did but don't with current line manager
- I feel supported by my team leader + area co-ordinator with my health and wellbeing.
- Also at team meetings.



Please explain why you feel like this:

- Some people may not want to talk about things that they find stressful so to have a preventative tool is reassuring
- Good to know it's there
- Each individual has their own level of coping with stress. Some people cope better than others.
- As they can monitor any changes
- Yes, any problems that may arise can be helped with specific supports needs to the staff
- We can avoid stressful conditions if detected and support early.
- Yes but only if the management treat and speak to staff like they are valued
- I did not know it existed
- Think this is definitely step in right direction
- My team leader or line manager would put things in place if I ever felt stressed
- Staff often need more support at some times when often they do not know what is wrong with them
- This ensures before a member of staff returns we have everything in place to ensure this person is happy and has the correct support needed to return to work.
- Yes could determine the areas where we work

- It's a tick box paper exercise, try listening to staff concerns and give staff a trusting person to be able to speak to who is impartial
- Identifies the triggers and causes so as a plan assistance can be identified.
- The staff know any stress issues to do with work or out of work will always be dealt with as best as we can.
- Helps monitor your personal well being



Comments/Suggestions for Improvement included:

- Good to know it's there
- I have a high coping level but I feel sure that I would be supported if I needed assistance
- Managers trained in mental health, additional training for staff
- It's only useful if management are made aware.
- Yes, as above this again can be with specific needs and getting the relevant support.
- Pretty new in job. But happy the support is there.
- More feedback and awareness needed in this area
- Yes but only if the above is in place
- I feel supported by both my manager and regional manager
- I feel it all depends on who is line manager at time
- I am just a figure on a weekly rota
- I look after my own well being
- Never needed it

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

Comments/Suggestions for improvement included:

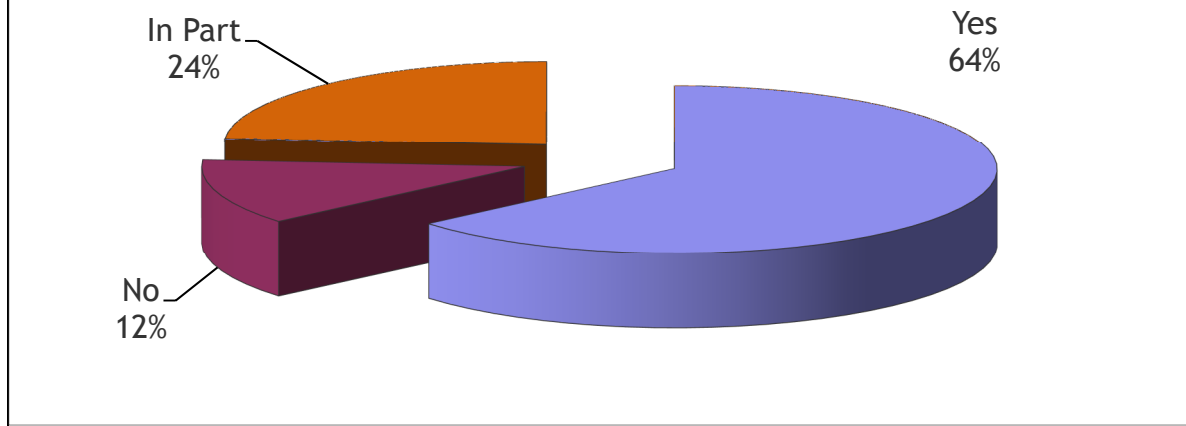
- I bring my food of my own choice and I try to eat healthily.
- Have a healthy eating store
- BOC already provide fruit in head office and water for all visitors.
- Reduced lunches in the canteen
- That is down to each individual
- Very good
- Possibly introduce more fruit and try to encourage clients to access the community with walking.
- Free fruit
- Fruit baskets for staff
- Impossible
- Provide healthy meals and fruit for staff
- Maybe a drop in on site for health checks now and again for staff just an idea.
- Posters
- Vending machine not very healthy
- Fruit to be distributed to each location
- Yes provide credit for buying healthy option foods
- I bring my own food to work
- Healthy eating workshops
- I provide my own well balanced diet
- We have lots of fruit at work already and this is great
- To bring back the £15 a week for each tenant for staff meals as a lot of staff are on 1-1 with tenants through the week. This can add up to a lot of cost for staff throughout the week. This needs to be reviewed also with tenants who are with COP.
- Have a staff canteen on site, which sells healthy eating options.
- Listen to staff concerns, try to stop the good managers from leaving, move the managers who are not so great on or retrain them in how to speak to people who work hard delivering care
- I think the free fruit is a great idea
- Provide healthy salads etc. at a competitive price (subsidised)that you can order and have delivered to your location

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

Comments/Suggestions for improvement included:

- I walk to work as part of my exercise
- Recently I began walking to work just to have a lot of exercise I do. So if exercise equipment I do. So if exercising equipment will be at our work place to help staff that will be great.
- Walk not drive
- Have Lunch time runs and gym discounts
- Maybe walks around grounds could be considered.
- Reduced gym memberships, wknd sports club
- Exercise bike for staff use
- Depending on the clients ages, possibly access a local gym or walking which will help them.
- I think there is good support in place already.
- Free weights
- Discounted gym memberships
- Classes in the chapel for exercise/ yoga
- Don't even get a dinner break, so when are we going to exercise
- Gym passes
- Bike club, walking club etc.
- Promote taking service users out
- Exercise classes during working hours
- Doubt that would be appropriate?
- Job is physical in areas
- More opportunities to get involved in sport days e.g. more walking football matches or rounders etc.
- There are plenty of empty rooms in Thingwall, maybe an exercise class of some sort.
- Could offer staff discount on local gyms
- Lunchtime walking club
- There is no shower or changing facilities so I am not sure how this could be accomplished?
- I would like to utilise one of the training rooms (Chapel) for keep fit classes or badminton, etc. preferably after work
- Easy half hour exercise classes at lunchtime

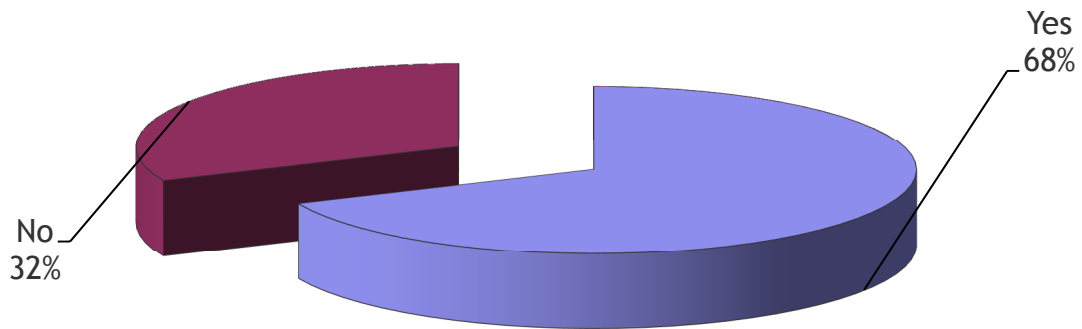
Q8. Do you feel the service supports you to have a positive work-life balance?



Please comment on why you feel this:

- As a bank worker I am able to work while still being fully involved in my young families life
- We tend to juggle family and home in our work
- At times we struggle with needs at home and at work as well.
- I have young children. Given Tuesday as a permanent off day, but shifts consistently go into Tuesday
- Lots of pressure to meet deadlines and ensure compliant service
- Again it's down to myself to ensure I have the above.
- We have a chance to request specific days off, which is good work/ home balance.
- Satisfied
- Good things are in place now but there is room for improvement still.
- Long shifts
- We work what we want
- Overtime is optional
- Long hours
- Sometimes have a lot of staff sickness so on call tend to ring for shifts to be covered
- I have a positive work life balance but I know some staff don't as there situation is different to mine.
- Always being asked to come in on days off or being rang or texted on days off. Don't feel like can enjoy time away from work. Work always seems to have to come first over life.
- Short staffed covering endless shifts
- Able to vary hours where appropriate

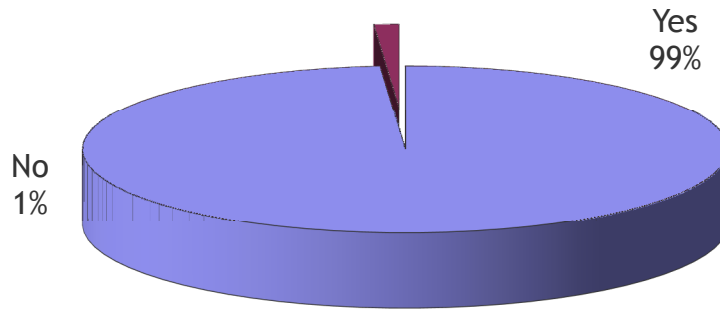
Q9. Are you aware of the Service's management development programme (MDP)?



Please tell us what you think of this:

- I am going on the course
- Yes I am interested in doing the course
- Currently on programme
- I am currently booked on these.
- I am aware of the opportunities to progress within the company.
- I plan to do it.
- More feedback, more regularly
- I think its a brilliant idea
- Not as yet
- Good opportunity
- It's good for those who want to go into management
- I've done several of the MDP training coursed
- Very positive initiative
- I have applied for it waiting response to join and I think its great opportunity.
- I do and this also gets discussed at team meetings.
- I think this is a really great development programme for staff especially LSW/TL. I feel like this is a great option to have but feel like the opportunity to put the things they learn into practice isn't available. Whenever I have suggested for LSW/TL to attend meetings to take minutes to understand the process more and how the policies work they are not able to attend as they have to be in the work location.
- A great initiative but I wouldn't wish to take on a management role as all the genuine managers have left
- I have attended a few courses and found them useful
- Excellent idea to help current and aspiring seniors

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?



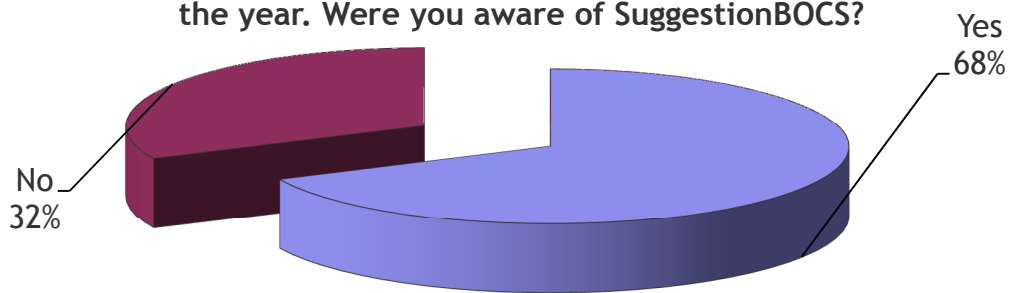
Please tell us what you think of this:

- Great idea
- I am not good with computers
- It is good to know
- Because knowledge is something people want to gain
- Used this portal for 4 modules during Induction. It is a good option
- Anything you can do to promote learning is good
- I am aware of the learning zone which is great, it gives the employee the opportunity to develop and gain more knowledge.
- I plan to do some.
- The more improvements made the better for the company
- I think it's a really good and positive for staff
- Travelling to Thingwall for training is costly in many ways. Online learning zone would be preferable.
- It is good idea, but as said previously some staff lack basic tech and computer skills
- Very positive/ pro-active
- Yes I think this is a good idea as you can access training courses at any time
- Knowledge improvement always good.
- You should always be up to learning new things.
- This would be a good idea from an L&D point of view

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	48.65%	50.00%	1.35%
MEDICASH	54.43%	44.30%	1.27%
Confidential Counselling Helpline	7.35%	89.71%	2.94%
Long Service Awards	37.14%	60.00%	2.86%
Annual Leave (above statutory requirements)	39.13%	57.97%	2.90%
Occupational Sick Pay	33.82%	63.24%	2.94%
Flexible Working Formal agreement	33.80%	64.79%	1.41%
Flexible Working Informal arrangement	25.00%	72.06%	2.94%
Occupational Health Service	11.94%	86.57%	1.49%
Discounted Gym Membership	4.29%	92.86%	2.86%
Health and Wellbeing Events	34.78%	63.77%	1.45%
Interest Free Travel Ticket Loans	4.48%	94.03%	1.49%
Cycle to Work Scheme	4.48%	94.03%	1.49%
Investment in Training	40.30%	58.21%	1.49%
Discounted cinema tickets	11.11%	86.11%	2.78%

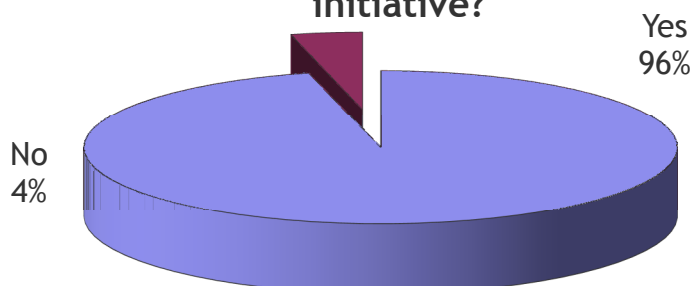
Q12. Following feedback from previous surveys the Service has implemented an email account 'SuggestionBOCS@brothersofcharity.org.uk' for staff to suggest improvements they would like to see throughout the year. Were you aware of SuggestionBOCS?



Please tell us what you think of this:

- Good for people who can use computer
- I have never used it really
- I don't remember using this but I will use it soon
- Yes, this is a fantastic idea giving all staff to register any concerns they may have involving their roles.
- Good idea
- I think it's really good
- I would like to see loans made available for driving lessons for long time staff to assist with promotion.
- Positive
- Great idea
- I would like to see the BOC have recycling facilities there is a lot of plastic paper and tin can waist. This should be in place across the service. I attended a tenant's party not long ago at Thingwall hall and the amount if waste was appalling from one party. We should all be doing our bit.
- Gr8 idea I have made a few suggestions I was delighted to be picked out to win a £50 love to shop voucher.
- It's good that staff and clients have place to put suggestions in

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:

- Would like to look into it
- Yes, these days can only be good for staff. Keeping themselves informed of any relevant changes within their rules.
- Have not been yet. I will in future.
- Not at the moment
- Not sure yet
- it should be available to everyone
- Heathy eating, local gyms.
- Our ladies like the massages and the reiki treatments you have had in the past.
- Staff morale is so low
- Need more 'stall holders'

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:

- Thoroughly enjoyed my first full month working for BOC
- I feel I'm a valued member of a huge team.
- I feel that staff will be happy that the company is giving them the opportunity to voice any concerns and therefore know that they will be listened to.
- I am new but I am very happy and satisfied with the things I see in place.
- BOC water bottles
- I feel all areas are addressed.
- BOC provide good opportunities for staff members.
- I feel the BOC should offer loans for driving lessons to staff who have served them for many years, who are loyal, dedicated and reliable and have proved this, this will enable them with chances for promotion, reliability, flexibility and chance to better themselves and the service
- Team building events to get to know other teams.
- Eating areas/meeting space outside
- Try keeping staff and managers
- I think it may be a good idea if we could get the blood bank vehicle to attend Thingwall site as some staff would like to donate
- Outdoor tables to sit out at lunchtime to have a break from your desk

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

Please keep your comments coming.

2019 Merseyside Health and Wellbeing Action Plan

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.

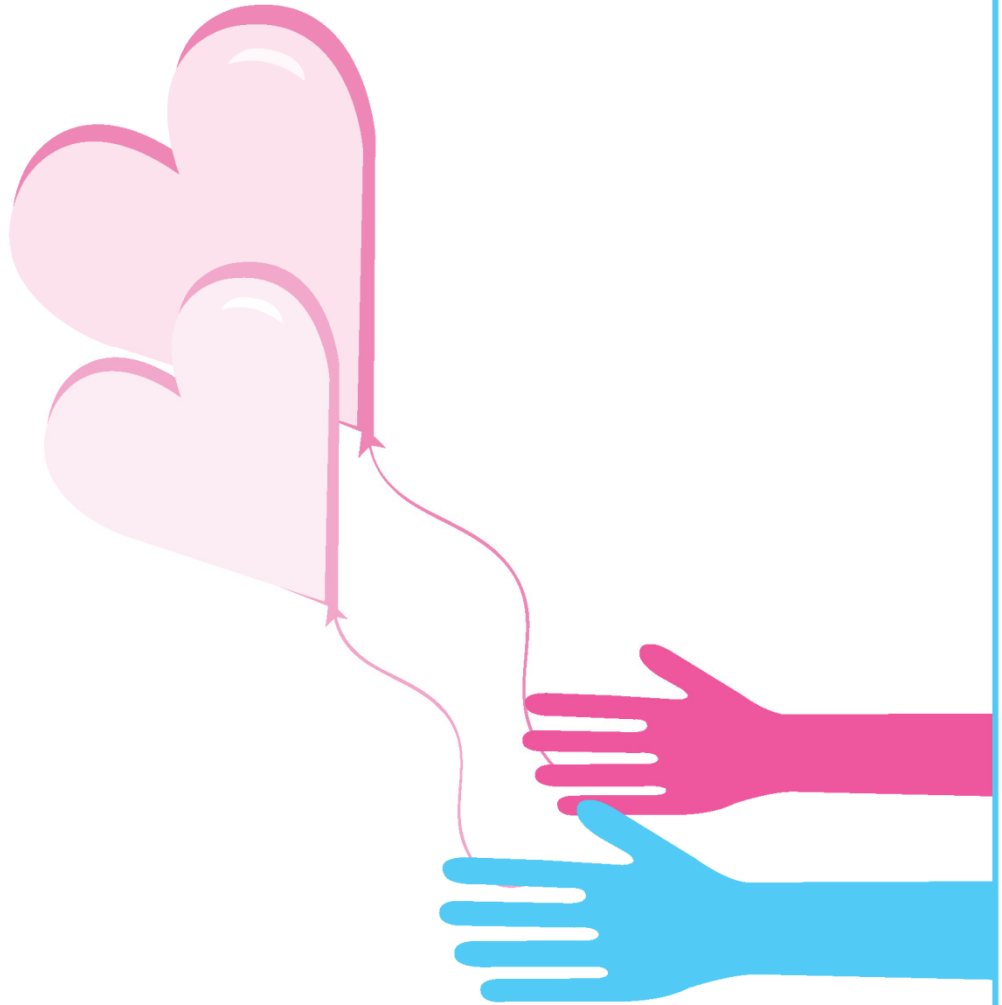
ACTION: The Service remains committed to positively supporting the Health and Wellbeing and pastoral care of our workforce. It is intended that a suite of inclusive and accessible appropriate initiatives (e.g. alternative therapy treatments, yoga, tai chi, mindfulness, Zumba etc.) be developed and implemented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