



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



Health BOCS
By The Brothers of Charity

Lancashire Health and Wellbeing Report 2016



**INVESTORS
IN PEOPLE** | Silver



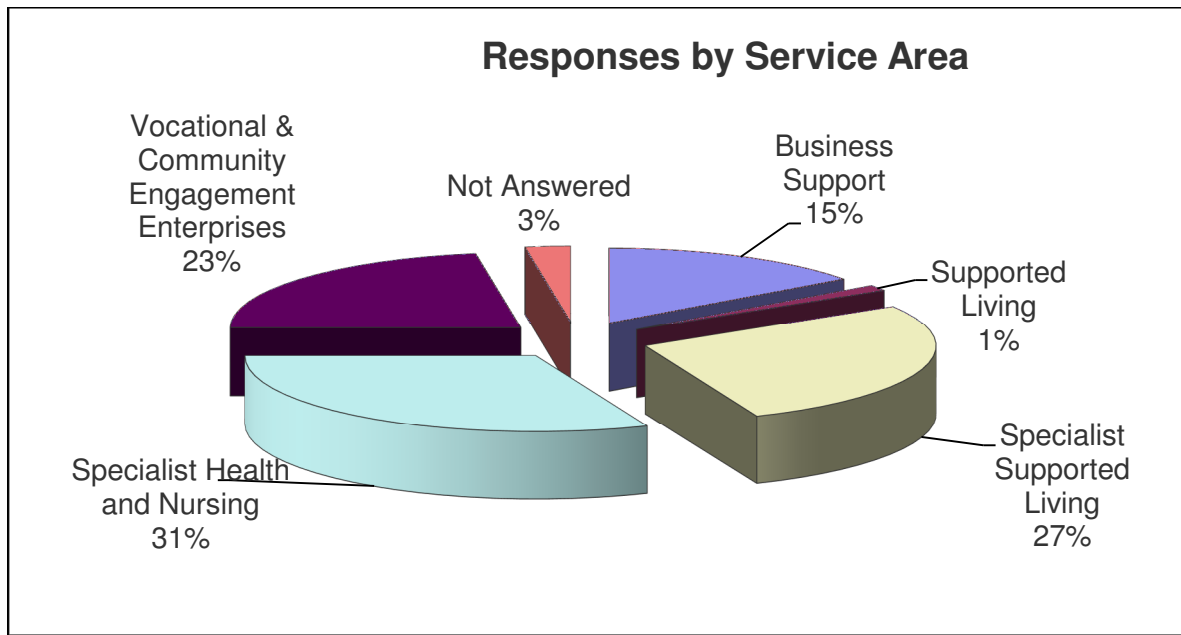
Decade of
Health &
Wellbeing

Living, working, having fun and making choices

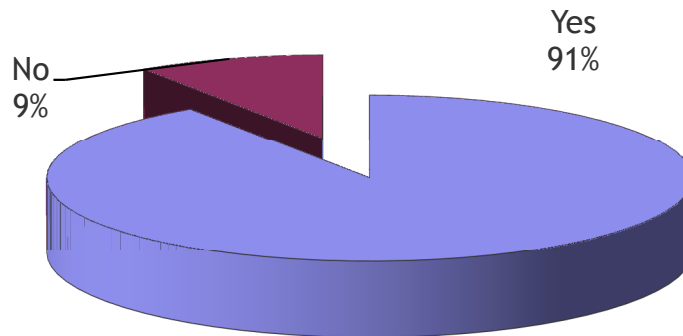
LANCASHIRE HEALTH & WELLBEING REPORT 2016

In November 2016, 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 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.

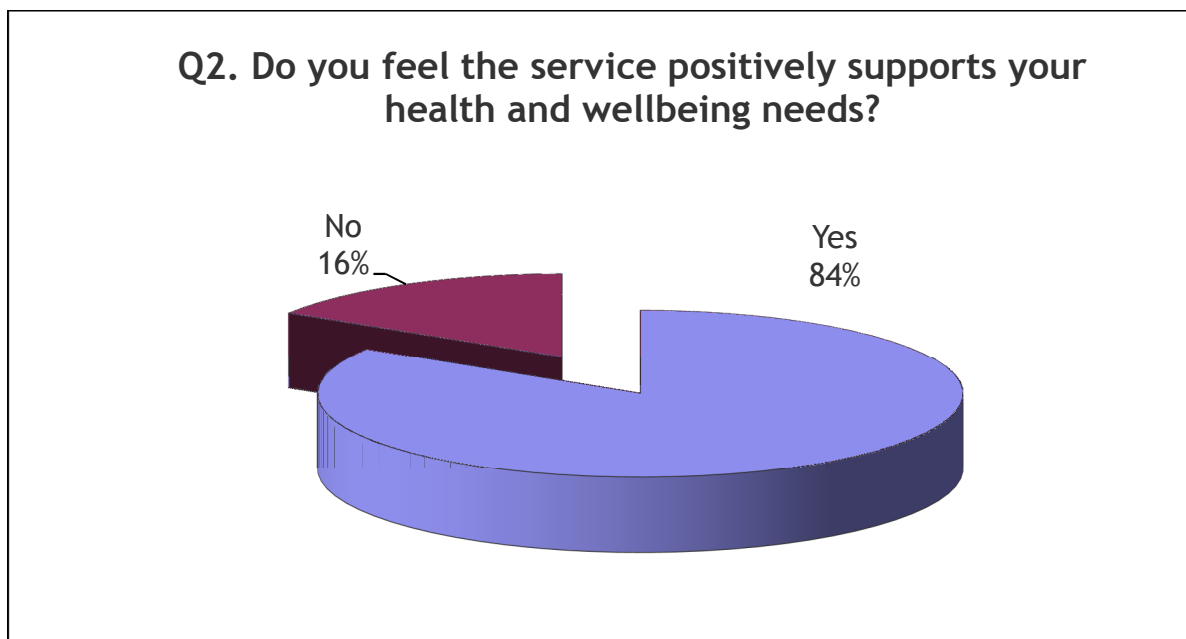


Q1. Do you see the services' health and wellbeing programme 'Health BOCS' as a positive initiative?



Comments/Suggestions for Improvement included:

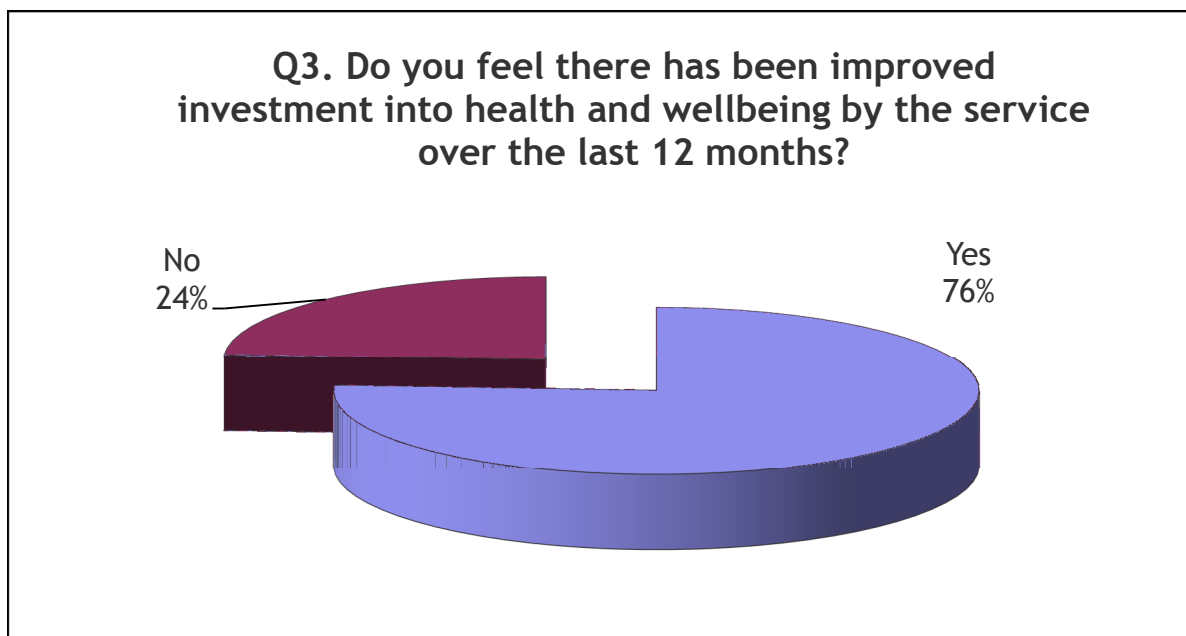
- Maybe more communication with staff in houses.
- I am only aware of it as I asked what this was but still don't fully understand it.
- Yes as there is free fruit and schemes such as cycle to work scheme.
- Provided with free fruit, water, tea etc
- If it reduces staffs absence or helps to lesson it
- More grades
- As I don't work onsite at LH I don't feel like myself and my teams (who work out in the community) benefit from the free fruit etc. and due to lack of communication often they are unaware of things.
- Medicash is welcome
- Though there appears to be little communication of these in Lancashire



Comments/Suggestions for Improvement included:

- Staff have a fear of being seen as "not fit for work" so stay quiet
- Maybe more personal interaction with all staff
- Only because I don't know I haven't accessed it.
- For me personally I feel the good intentions are there but currently just missing the mark, I have raised this and it is being addressed.
- I say yes, but I have not been here that long to form any other judgement
- Free fruit etc. discounted gym

- I keep fit myself and attend Dr/Dentist/opticians annually
- Feels tokenism. Bike to work scheme when most support workers are essential car users?
- Doesn't say if the child care vouchers are means tested or available to all?
- Paying people who work Xmas Day, Boxing Day and New Year's day as well as the bank holidays at Xmas would certainly improve health and wellbeing for those staff and families.
- Improved communications throughout the organisation and people feeling valued would certainly help. The wording in the letters and emails that people received about training etc. certainly had a very negative impact on people. The lack of forward communication around changes also has a negative impact. People feel that changes are happening around them and they only hear about them on the grapevine and yes the changes don't have a direct impact on them but if people are included then they feel that they belong. This feeling of belonging to the organisation has been missing at least for the past 12 months. People see a high turnover of staff at upper management level leaving support workers feeling nervous and anxious as they feel that the organisation isn't in a secure place

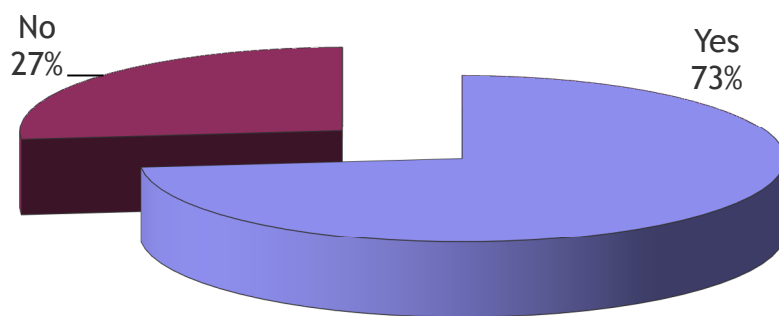


Comments/Suggestions for Improvement included:

- Maybe some kind of incentive or rewards for staff. This doesn't need to cost lots of money sometimes small gestures can go a long way to helping people feel better about themselves
- Don't Know

- I have not been here that long to comment
- Worked less than 12 months
- Don't know there has always been a scheme
- Only been here 6 months
- Fairer for everyone
- See above.
- due to lack of information/communication it is hard to answer this question

Q4. Are you aware of the improved Medicash Health Cash Plan that the Service has provided for staff that was launched across BOCS England in July 2016?

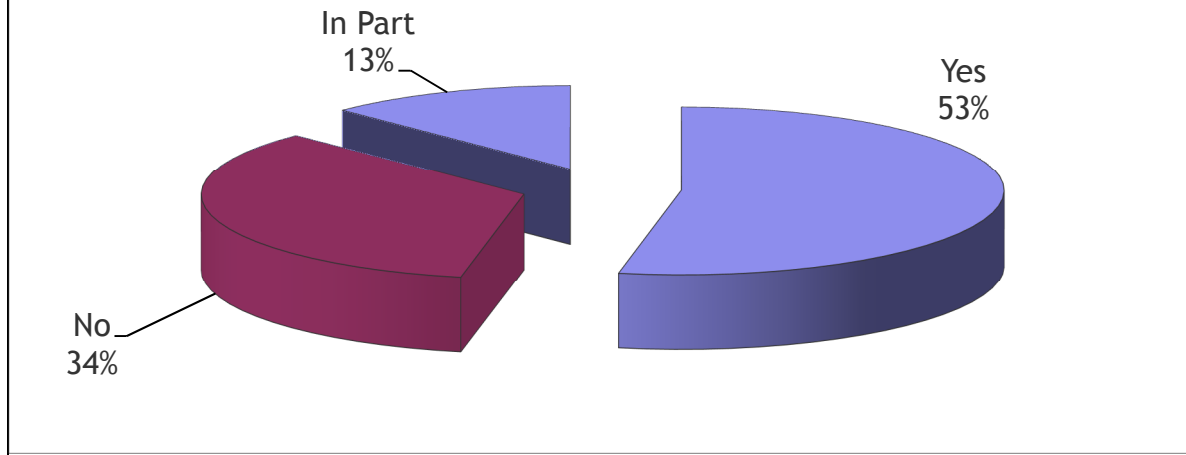


Tell us what you think of this:

- Waste of time
- Very good initiatives
- It is very good but I don't get any discounts for my gym membership as they are not on the list. My wife gets £100 membership from employee.
- Good range of benefits
- Aware, do not qualify for Medicash support as of yet.
- Very good idea.
- See comment above.
- Feel this would be better offered as a benefit for good service/long service
- great idea
- It's great!



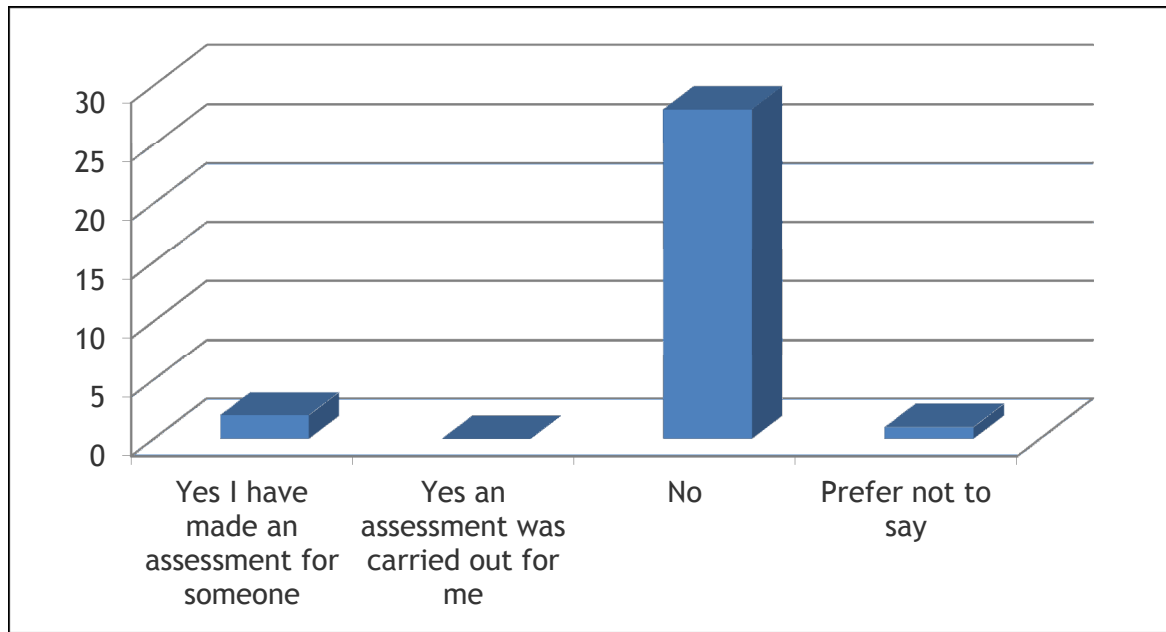
Q5. Do you discuss your health and wellbeing needs with your line manager?



If no, or in part please say why:

- My personal business, not part of my employment contract
- I believe my team leader knows me better. Easier to approach.
- Maybe lack of time and we are all very busy but usually manage to cover what I need to discuss.
- Because it is not relevant or affecting my work
- My line manager contributes to my wellbeing needs not being met.
- I have not been here long so not really had any cause to discuss anything
- Unnecessary at moment.
- I would not disclose personal information.
- It feels that there is little autonomy in the organisation as all decisions appear to be made via the CEO and people at all levels are afraid of 'getting told off' by him

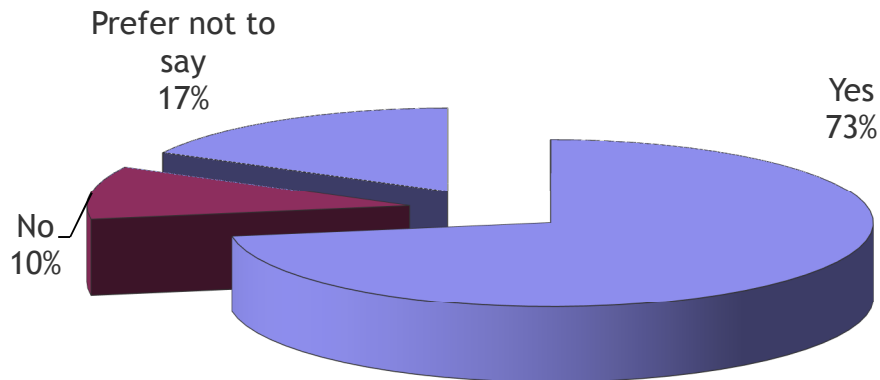
Q6. As part of the service's stress management policy, the use of individual stress risk assessments is promoted as a supportive and preventative tool. Have you ever used an individual stress risk assessment?



Tell us what you think of this:

- Cant comment as not aware of what they are
- I think it is a good initiative
- I have done my own stress test using a online NHS tool external to BOCS.
- I did not know there was a stress risk assessment as I have not had the need for one.
- I was not aware of one.
- the stress management policy is not included in the Lancashire Policy and Procedure Manual though

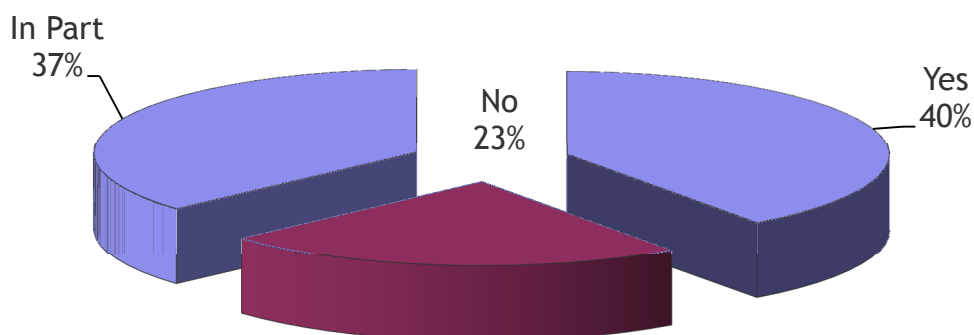
Q7. Do you see individual stress risk assessments as a supportive preventative tool?



Please explain why you feel like this:

- A means of monitoring staff for disciplinary purposes
- Stress can be very dangerous and it is good to have support.
- Don't know till I have used it.
- Only if it is followed through.
- I have had to do this on my own assessment externally to BOCS
- it can help identify the exact area of potential risk so that intervention of some kind can be done
- Because it could help with staff health
- Working long hours means more strain on family and social life due to lack of bank staff
- It assists the person in managing their work and maybe averting a health crisis and also assists the service in managing potential absence
- I am not really sure as i have never heard of one or know what one looks like
- as long as action can be taken/implemented
- Don't know

**Q8. Mental Health is as important as physical health.
Do you feel the service provides you with
appropriate support in relation to your mental
health?**



Comments/Suggestions for Improvement included:

- It would be more positive to know that our concerns for team members are being met
- No in fact minimum staff levels in supported housing leads increase of stress for staff and service users
- Not sure how this could be done, again maybe incentives or gestures that staff are doing well in their work.
- Don't have mental health issues as far as I am aware so I will let you know when I do.
- The intentions are there but I feel a lack of support in the execution.
- I have not been here that long to have an opinion on this
- Did not know about confidential counselling helpline
- I think if you are diagnosed with mental health issues then you are treated the same as someone with a physical health need.
- I've seen nothing in relation to supporting this, courses such as mental health first aid or similar which can help individuals see signs in themselves or others are available



Q9. Do you have any suggestions for the service to support you to eat healthily whilst at work? Comments/Suggestions for improvement:

- no
- Raise meal allowance for staff when out with service users as £5.00 forces staff to eat "sunicfood"
- Maybe a canteen or vending machine at Lisieux, Possibly some kind of voucher in wages each month to all staff.
- a healthy tuck shop would be nice, with items like cereal bars and healthy snacks
- The fruit initiative I think is really good
- There are plenty of fruit bowls around the building which is a great idea.
- Snack bar options
- No eating healthily should be down to an individual basis
- Fruit and water very helpful
- The provision of a catering facility at work may help - possibly outsourced.
- Ensuring the fruit bowl is filled.
- An area to purchase healthy food whilst onsite or a van that comes in at a certain time each day
- specified days were we are encouraged to eat specific foods might be useful, asking Rococco to provide healthy sandwich platters
- Actual breaks during the day. Without breaks, we sometimes eat while out, driving, supporting etc



**Q10. Do you have any suggestions for the service to support opportunities for physical exercise opportunities whilst at work?
Comments/Suggestions for improvement:**

- no
- How can we have these opportunities while we are at work.
- Possible opening of a gym on site that all staff could access free of charge.
- It would be nice for organised activities such as tai chi, yoga, or light aerobics. Or promotion of little 5 or 10 minute activities you can do as a break - especially those of us who sit at a desk for most of the day!!
- Lunch time walk club in summer
- Use the power of being a large local employer to negotiate and promote good discounts with local gyms/sports centres, possibly at a better rate than the Medicash discounts & with the smaller local companies not covered by Medicash.
- Possible a group walking around the grounds at lunch times.
- walking group
- Individual basis, gym membership already offered as a discount.
- possible gym room for staff
- Lunch time walks.
- Meetings could be done whilst walking
- No
- Doing a partnership with a local gym/gyms and promoting it.
- To provide people with opportunities at lunch time. Maybe have a running club for people to go from onsite at lunch. Maybe access to a gym onsite.
- Most support workers do not have a break whilst at work therefore there are little opportunities to promote physical exercise whilst at work and most support workers have to have access to a car. Easy wins for admin staff and management teams would be to provide showers and promote lunchtime walks via the lovely cycle path which is circular from Lisieux Hall or circular walk through Cuerden Valley. Or have a selection of cycles that people could use at lunchtime to cycle these routes. Find room for a treadmill, rowing machine on site at Lisieux which staff could use out of hours. Have a cafe on site and have them situated next to each other and open until 7pm and encourage teams to use it in their own time and allow partners to come too
- walking club, yoga or massage at lunchtimes
- Appropriate free classes to attend. Yoga, circuits, walking etc

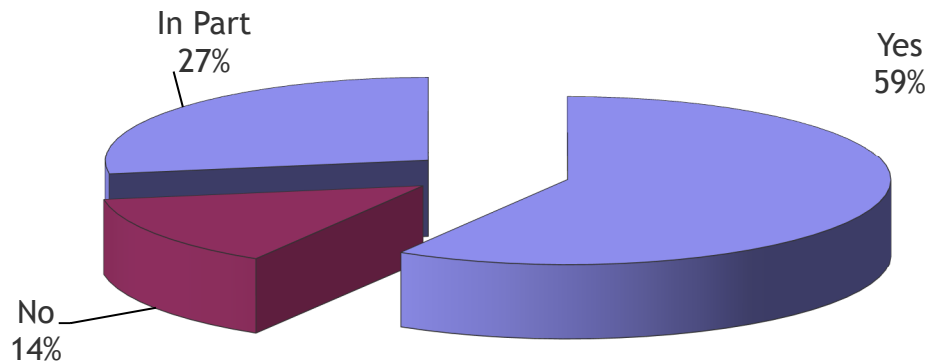


Q11. There are a number of things that we already do to support Health & Wellbeing - Below are some of them: Have you made use of them? Do you think they are of benefit? Please tick the box that applies to you.

Answer Options	Have Used - Good Idea	Never Used - Good Idea	Never Used - Bad Idea
Dental/Optical Assistance	10	19	0
MEDICASH	6	20	1
Confidential Counselling Helpline	4	22	1
Long Service Awards	2	25	0
Annual Leave (above statutory requirements)	17	10	0
Occupational Sick Pay	13	16	0
Flexible Working Formal agreement	5	18	2
Flexible Working Informal arrangement	10	18	0
Occupational Health Service	4	23	0
Discounted Gym Membership	1	24	2
Childcare Voucher Scheme	0	26	1
Health and Wellbeing Events	1	25	1
Interest Free Travel Ticket Loans	0	24	3
Cycle to Work Scheme	3	23	1
Investment in Training	10	16	1



Q12. Do you feel the service supports you to have a positive work-life balance?



Please comment on why you feel this:

- Often asked to work on my days off
- Sometimes get phoned up a lot when not at work to cover staff shortages. Although I usually refuse as I do 39 hours per work contract.
- Because of bad pay staff cannot afford to work basic working week. Staff are reluctant to use holidays as this will lose them sleep over pay. Recent cuts in pay etc. mean staff are even more stressed to work more hours to make ends meet.
- Never encountered
- Sometimes quite often we have a lot of pressure expecting to cover shifts.
- Again the intentions are there and I'm told not to work long hours, but at the same time given an increased workload without the resources to absorb it.
- I am encouraged to make sure I go home on time
- By encouraging time sheets with owed hours to take time off
- Exceptional approach to short notice issues with childcare arrangements and family commitments - flexible work arrangements
- Rarely asked to work longer than needed
- Shortage of bank staff
- Line manager promotes this in PDR and supervisions
- I only work part time
- Working bank holidays, evenings and weekends for a Day service isn't how all other day services are ran.



Q13. Brothers of Charity Services has a management development programme that is referred to as the 'BOCS MDP'. If you have any alternative suggestions as to what it should be called please let us know:

- No
- None
- Never heard of BOCS MDP so cannot comment, don't think it matter what it is titled just make staff aware of what it is for
- Sounds right
- Aspiring Leaders / Emerging Leader / Developing Leaders Programme

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:

- no
- I have to pay a lot for bus travel to work. Subsidised fares would be great.
- A pay rise would help?? Would ease stress and promote wellbeing without a doubt
- I think some way of improving morale would be good for all staff in all areas maybe a show of appreciation in some way and incentives for staff the creation of a good and happy working environment.
- Activities/initiatives to encourage positive thinking and behaviours, sometimes it is hard to feel positive and happy when everyone else around you is spreading negative unhappy vibes.
- Some of the health I didn't know about. Had a letter but not read fully, will now.
- in pay
- none

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

Please keep your comments coming.

2016 Lancashire Health and Wellbeing Action Plan

ACTION: The service will carry out a Service Wide self-assessment of the Workplace Wellbeing Charter with a view to maintaining continued accreditation of the Award

ACTION: The service will investigate the implementation of the liP framework for Health and Wellbeing to support a positive and proactive tangible corporate approach to both individual staff and thereon organisational health and wellbeing

ACTION: The service will continue to promote and support healthy eating and exercise initiatives

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

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

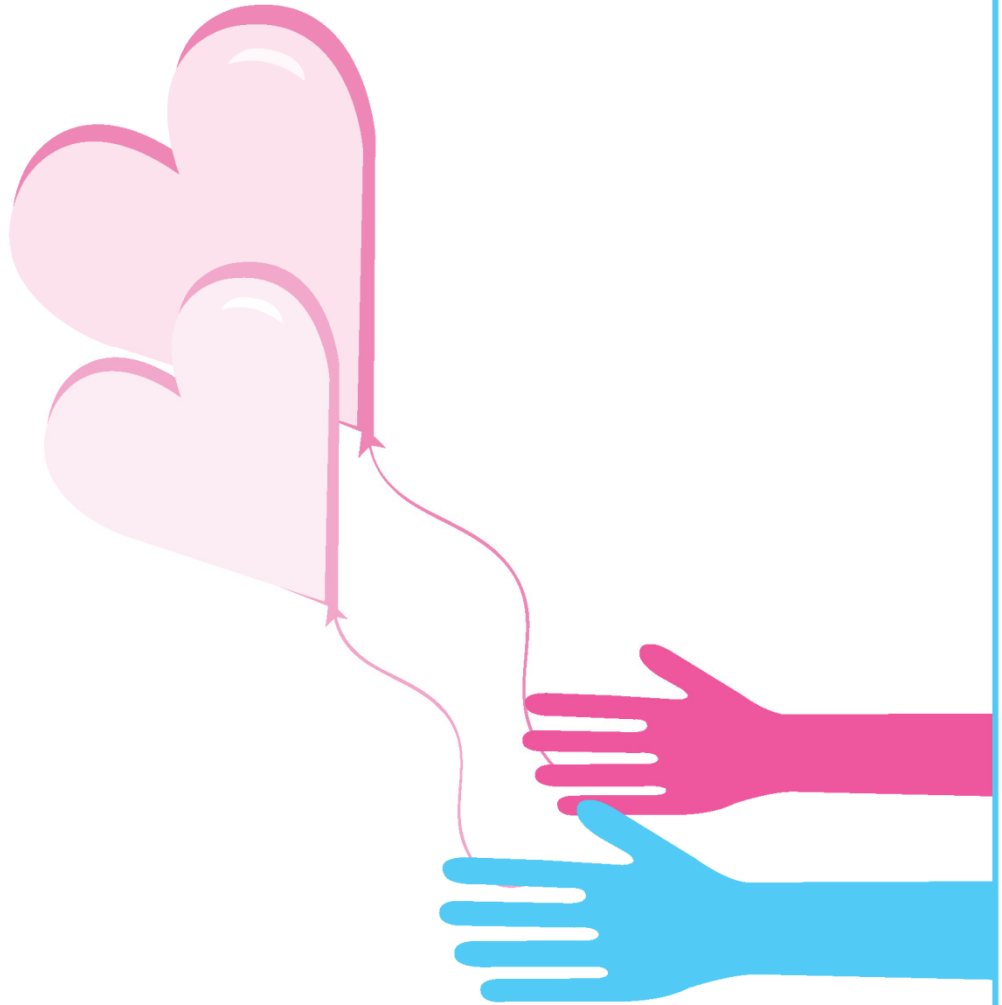
ACTION: The service will carry out this survey again in 12 months to continue to consult with staff for their views and suggestions





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