



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



Health BOCS
By The Brothers of Charity

Merseyside Health and Wellbeing Report 2016



**INVESTORS
IN PEOPLE** | Gold



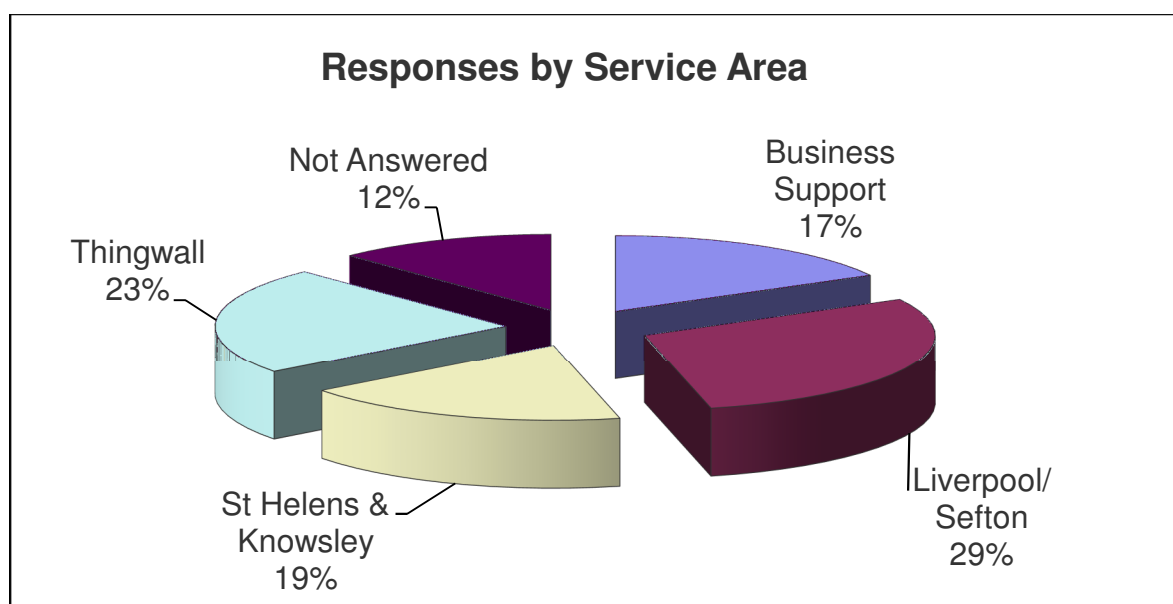
Decade of
Health &
Wellbeing

Living, working, having fun and making choices

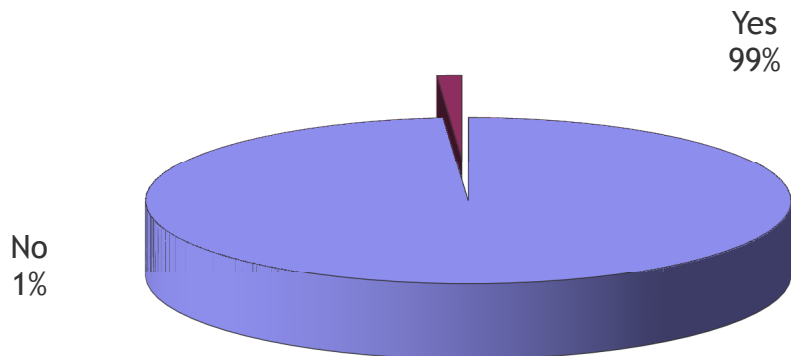
MERSEYSIDE HEALTH & WELLBEING REPORT 2016

In November 2016, 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 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.



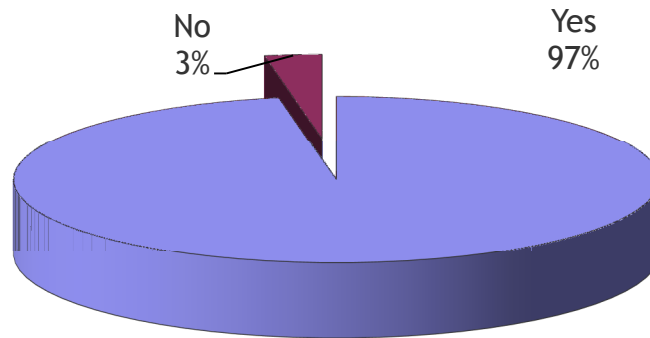
Q1. Do you see the services' health and wellbeing programme 'Health BOCS' as a positive initiative?



Comments/Suggestions for Improvement included:

- Anything that promotes Health and Wellbeing is a positive initiative
- Very good
- Introducing Fag-ends again, so staff can access and get support during working hours
- Not aware of Health BOCS
- Use the Medicash scheme.
- To continue circulating flyers to promote what's available. This year I feel this has definitely happened a lot more, as before it was only by word of mouth you seemed to hear about it.
- Yes excellent way to show our employees that we want to support their health and wellbeing while working for the BOCS

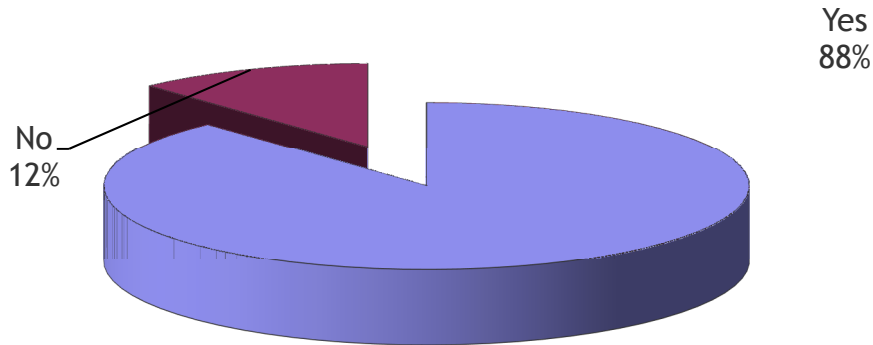
Q2. Do you feel the service positively supports your health and wellbeing needs?



Comments/Suggestions for Improvement included:

- It is a feeling of confidence in management that helps. Would be available if ever needed
- Plenty of information is sent out
- Helped with my university course giving me skills and experience
- I don't really know what it is as I have only just started working for the company. There is no "don't know" option
- When shifts need changing our staff are flexible.
- "On the most part yes, only when staffing levels are low within locations, added stress can be an issue as there are sometimes limited people to cover shifts, resulting in yourself picking up too many.
- Inadequate pay over the Christmas period definitely has a result on staffs health and wellbeing, resulting in low moral within the workforce."
- Staff benefits such as Medicash Health Cash Plan are a great help in supporting staff with health and wellbeing needs
- But could be better improved

Q3. Do you feel there has been improved investment into health and wellbeing by the service over the last 12 months?

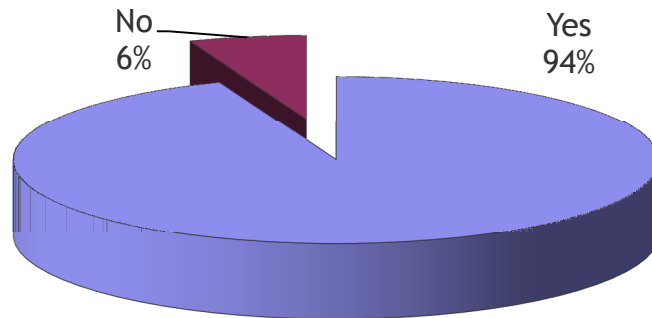


Comments/Suggestions for Improvement included:

- (Ticked yes and no on form) not sure
- Feel it is the same.
- Only been here just over a month
- Staff feel more included
- As far as I have been here been supported in work
- The answer is "don't know" again
- Not aware what has changed regarding health and wellbeing
- With the improved Medicash Health Cash Plan
- same
- I am unsure as only just started.
- Not sure only just started
- Unable to comment only been with the company a short time.
- New Starter
- I don't know they changes
- Improved Medicash benefits
- Too soon to say.



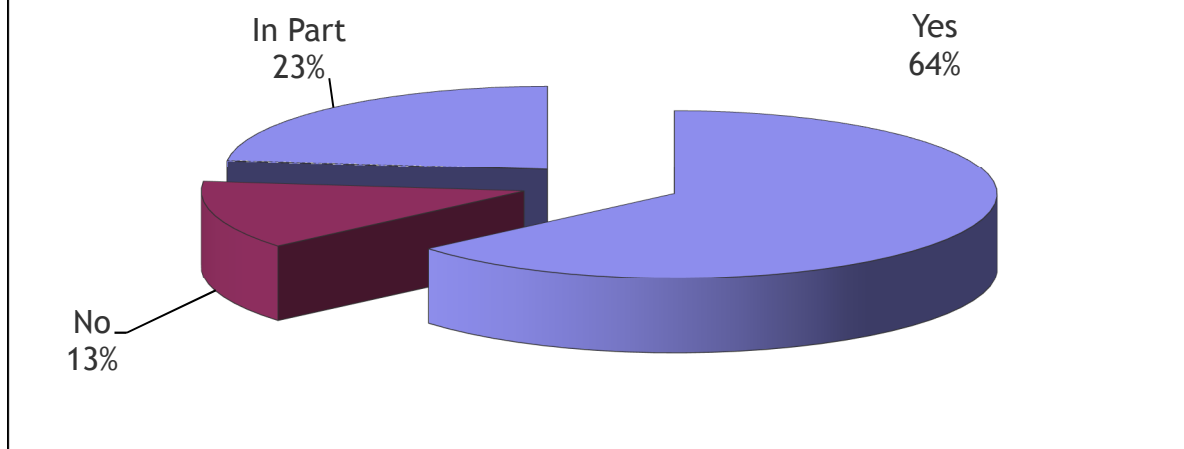
Q4. Are you aware of the improved Medicash Health Cash Plan that the Service has provided for staff that was launched across BOCS England in July 2016?



Tell us what you think of this:

- I have spoken with someone who has claimed and assumed that there are no unnecessary obstacles when claiming
- Fine
- Good
- Good benefits for staff and family to benefit from
- Very good
- Excellent idea
- Not sure in what aspect it has improved?
- Helps with cost of everyday health care needs
- Seems pretty good
- This is a good service for all staff
- It sounds better.
- The new Medicash Health Cash Plan is a great improvement which staff can take full advantage of
- The bits added on and I haven't really used.
- Don't understand it
- I think it's really good
- I have download the Medicash app now receive a payment in a few days.
- I think this is a great service which I have personally used really good incentives.

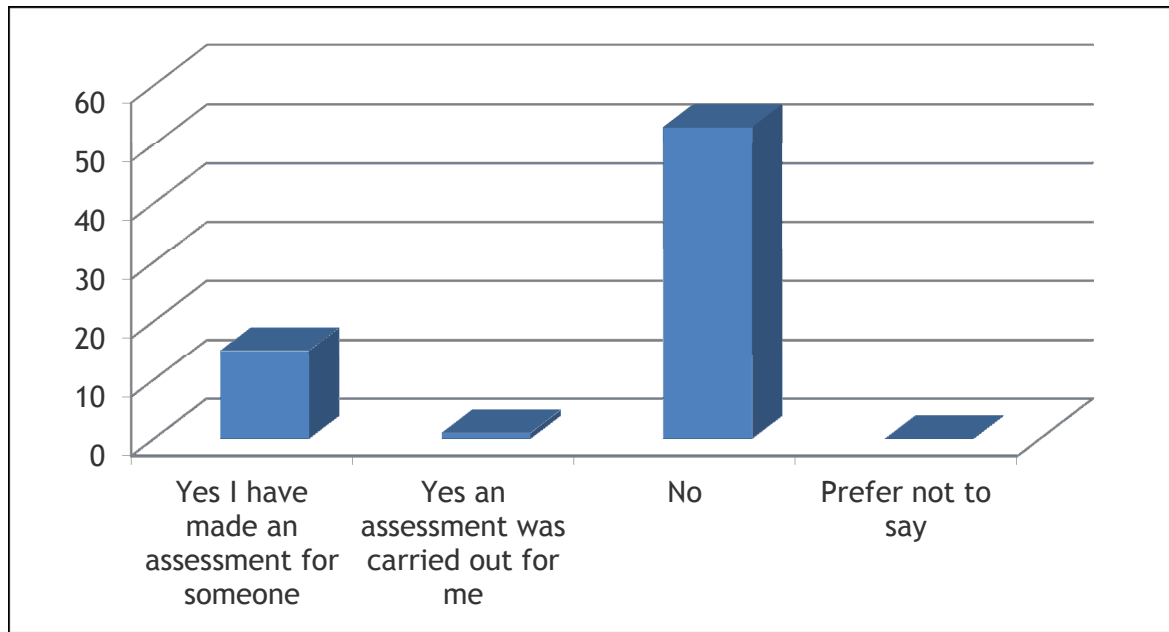
Q5. Do you discuss your health and wellbeing needs with your line manager?



If no, or in part please say why:

- I would feel comfortable discussing most things with my manager so maybe I should have ticked yes
- (Ticked no and in part of form) never had to.
- I feel everything is okay at present.
- xx has gone above and beyond to be supportive.
- Only which relates to work
- When required
- Wouldn't really know why I'd need to
- I have only just started work for BOC
- There is not enough time.
- And also team meetings and support sessions.
- I have no Health or Wellbeing concerns
- As some things are private and if any issues did arise concerning my health I would speak with GP or Family
- New starter not discussed this with my line manager as yet.
- Only just started working for BOC
- not really a cause for concern
- Don't feel comfortable speaking out
- Once spoken about they usually get forgotten about I think this is important so that you can provide the best service possible and if you require additional support

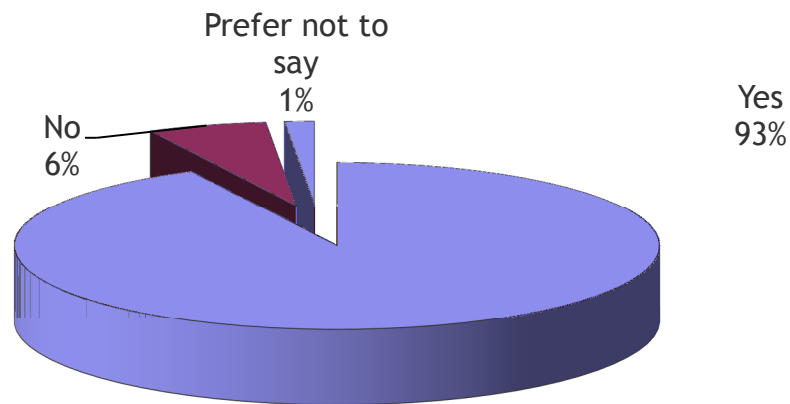
Q6. As part of the service's stress management policy, the use of individual stress risk assessments is promoted as a supportive and preventative tool. Have you ever used an individual stress risk assessment?



Tell us what you think of this:

- I personally do not suffer from stress but recognise that above is invaluable to those who do have anxiety whether it be often or rarely
- Yes I applied for extra training for staff to reduce stress within work area
- Very helpful if I needed
- It helps identify where extra help may be needed
- In the past for a tenants needs. With help from managers can be positive.
- Only just started

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

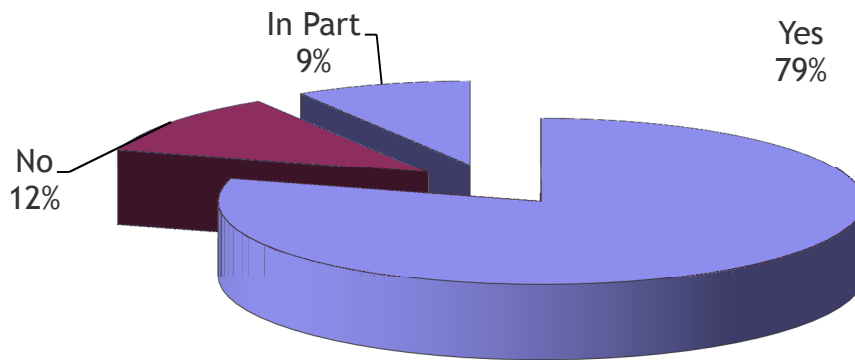


Please explain why you feel like this:

- The assessment of any situation can only be a positive thing that could identify strengths and weaknesses
- Maybe if not a tick box procedure
- it provides individual support
- Risk assessment should identify risks and this ensures the manager is aware of what stress means to the individual. Support can then be introduced to support member of staff and ensure early intervention is evidenced. At times it can be the simple of things that have a significant impact on individual's health and wellbeing.
- As I have never been involved with using one I don't know
- The assessment allows staff to monitor and keep on top of stress levels which is important for their health and wellbeing
- Everyone is different and copes with stress in different ways. A risk assessment is just back up for the company not the person who is affected.
- As long as it's consistent it can work.
- It can show if someone is struggling without them speaking out
- Having someone to talk to helps and it also highlights what is causing person to be stressed and if work related can be prevented or lessened
- Helps identify risk and what can be done to try to support individual



**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:

- If I ever did have any anxiety I would go to HR
- Not sure
- Yes xx and xx are very supportive.
- Line manager available for support and approachable. This is important to feel comfortable with people and know they listen and take on board your concerns.
- Look after both aspects to be healthy and happy
- Don't know
- Not sure
- As a lead support worker and not having access to a work mobile results in my time off duty/annual leave periods are rarely peaceful and uninterrupted. Improvements would be to issue work phones or better processes on who to contact for when off duty.
- Eat healthy, activities, events, promotions and workshops
- Could be improved always room for improvement
- Too early to say.

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

- Not really I provide and choose my own healthy food
- Not really
- no
- None
- I do eat healthy already
- none
- N/A
- No at this time
- There should be somewhere staff can purchase healthy food on site. As the canteen is only open for a limited period of time during the day. Most staff on site are working 12/13 hour shifts
- No
- Fruit bowls
- "Free organic fruit in the office
- Free fruit available in rest/break areas
- Yes have a vending machine that sells healthy options
- free apples
- No suggestions for improvement
- We are support workers who look after the most vulnerable people. If people need advice what to eat then I don't think they should be in this line of work.
- Running/walking club.
- No as we bring our own food in.
- more information needed
- Staff have to work around the person they are supporting
- Maybe offer fruit or healthy snacks at break times, however I do not think supplying these in the vending machine would be of any benefit
- Healthy snack machine
- Have a info section at forums
- I bring my own food. Could have some different choice in Vending machine, choice of fruit



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

- Activity weekends for both staff and clients
- ha, in what way
- no
- Not sure at present
- None.
- Tall lap top stations to allow us to stand when doing work
- N/A
- No not at this time
- Exercise classes on site for staff, maybe in the Resource centre or the Gym
- No
- Classes in the evening
- Yes put some gym equipment in the office so we can work out at lunch time or before work
- unknown
- You don't get time
- Provide facilities for keeping fit and healthy e.g. Gym, swimming pool
- improvement on suggestions
- maybe.
- Staff have to work around the person they are supporting
- Bike shed.
- Zumba classes (or similar) after work (approx. 5pm)
- Lunchtime walking club
- Within the development creating a small on site gym that staff could utilise also on say a lunch half hour.
- Exercise / dance classes planned walks
- Members of staff run in their dinner hour perhaps a walking group could be an option.
- Staff have to opportunity to walk the grounds which is good.
- No the company offers bike to work schemes and through Medicash discounted gym membership

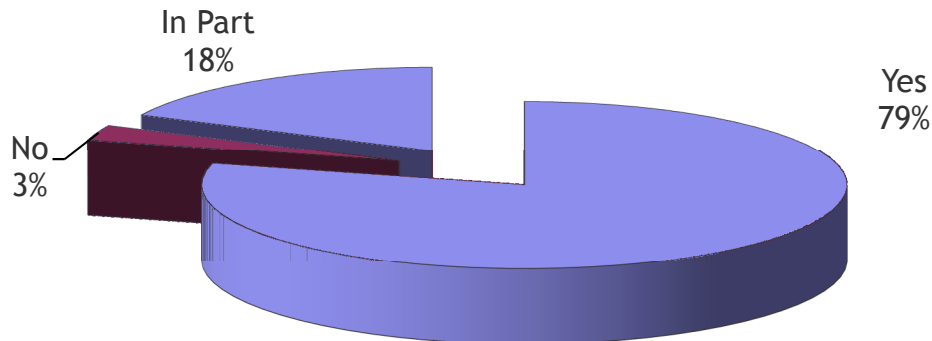


Q11. There are a number of things that we already do to support Health & Wellbeing - Below are some of them: Have you made use of them? Do you think they are of benefit? Please tick the box that applies to you.

Answer Options	Have Used - Good Idea	Never Used - Good Idea	Never Used - Bad Idea
Dental/Optical Assistance	27	37	0
MEDICASH	35	31	0
Confidential Counselling Helpline	6	52	0
Long Service Awards	24	38	0
Annual Leave (above statutory requirements)	28	33	0
Occupational Sick Pay	20	38	0
Flexible Working Formal agreement	12	48	0
Flexible Working Informal arrangement	11	45	2
Occupational Health Service	8	53	0
Discounted Gym Membership	4	55	0
Childcare Voucher Scheme	4	55	0
Health and Wellbeing Events	21	40	1
Interest Free Travel Ticket Loans	4	55	0
Cycle to Work Scheme	4	55	0
Investment in Training	26	34	0



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



Please comment on why you feel this:

- On the occasions I have needed time off requested I have never been refused
- The 24 hour where you can be forced into work. Can improve quality life
- xx has been fab and a big help.
- Jo has helped me a lot in Shaw St she is a good listener.
- xx has been very helpful when i have been at Shaw St.
- Our choice to work extra hours if we wish
- Contract hours can be flexible and this makes a difference when there is a need to change shifts to be available for work related issues. This works both ways and I have always received support with this. Line manager does show an interest.
- Staff shortages often don't allow staff to have a positive work-life balance, although this is improving.
- I'm not sure yet
- TOIL is very useful when I need to finish early etc
- With my conditions they are very supportive.
- My management and team are really flexible with rota.
- I only do my basic hours which are 150 a month.

- Again when staffing levels are low in areas you feel obliged to be picking extra shifts which is often more than you should. Also as I have already been mentioned how it can be draining when you get contacted off duty/annual leave. This makes it harder to switch off when leaving work.
- Staff are not required to work excessive hours
- When it suits at this present time a lot of staff have left or are leaving so staff are being asked to work a lot more shifts
- Sometimes feel pressure to cover shifts when people are absent.
- Just started working can't say yet.
- While training no
- You can feel pressured to cover shifts on your only day off or change shifts without consent from staff
- Discussions that take place at supervision
- Support me with flexible working during family issues

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:

- The above seems fine and self explanatory
- no
- N/A
- No not at this time
- N/A
- "BOCS Management Development Programme
- (saves any confusion) "

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:

- Happy love my work!
- N/A
- Health day bring in nurses or utilise nurse within service to do drop for BP Blood sugars etc. In the past we have taken Blood pressure readings for staff that has identified issues and a visit to GP has identified treatment required.
- No comments
- Bring a help quit smoking group in to BOC services
- No further comment, happy with everything. Thanks
- I think there is always room for improvements
- Not got any
- A bicycle shed as I am a keen cyclist and cycle to work on a regular basis.
- Stress management surveys done with supervisions



**Thanks again to all those who took part in this survey.
Please keep your comments coming.**



2016 Merseyside 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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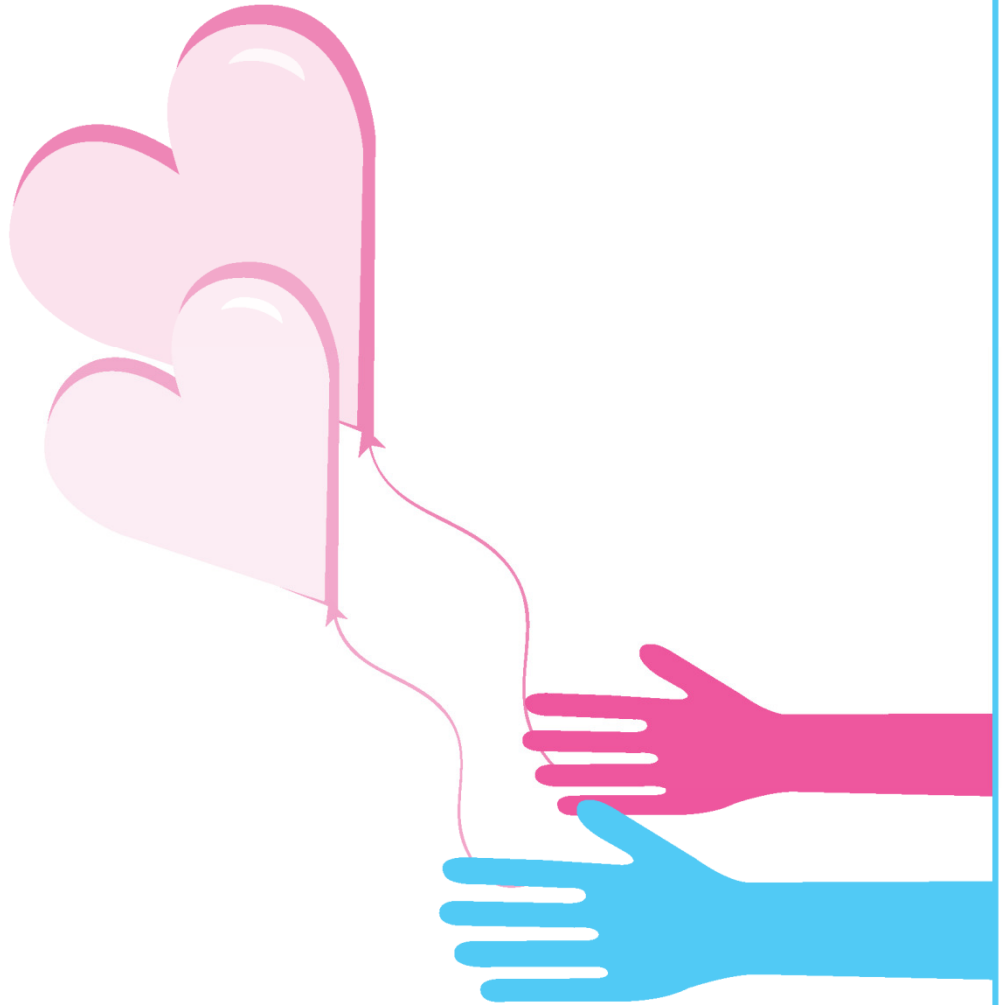


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