

North Yorkshire Partnerships

Working together

Workshop 4: Supporting our staff and volunteers

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Workshop Description

The public and voluntary and community sectors have seen increases in workload coupled with increasingly complex cases through the Covid-19 pandemic and the cost-of-living crisis. The focus on health and wellbeing of our workforce has seen a huge increase linked with rising sickness absence in the workforce generally. Health and wellbeing provision can help create positive environments where individuals and organisations can thrive. This interactive workshop will consider the importance of wellbeing and explore national health and wellbeing matters that can help you develop your health and wellbeing agenda.

Notes

The public and voluntary sectors have seen increases in workload coupled with increasing complex cases.

Focus on health and wellbeing of our workforce has seen huge increase linked with rising sickness in workforce in general.

Health and wellbeing can help create positive environments where individuals and organisations can thrive.

Group Responses: What do you think wellbeing at work is about?

- Not being stressed
- Feeling valued
- Part of a team
- Properly trained
- Listened to
- Believe in what you are doing
- Well supported
- Good relationships
- Fulfilled
- Adaptive
- Coffee break
- Sensible working hours

“Healthy workplaces help people to flourish and reach their potential. This means creating an environment that actively promotes a state of contentment, benefiting both employees and the organisation”. CIPD

Group Responses: What do you have in places in your organisation to support wellbeing?



It's important to understand what's needed to support wellbeing in a proactive way. Need to understand what works for your people to determine the best course of action – gather data on wider trends such as presenteeism, leaveism and colleague engagement.



ONE SIZE DOESN'T FIT ALL!



A lot has changed since 2019
Global pandemic
Conflicts and war
Cost of living crisis

Group Responses: What is your organisations position on wellbeing?

Statement	Workshop responses	CIPD National Rank 2023
We don't have a strategy but act flexibly on an ad hoc basis depending on need	14	5
Colleagues are keen to engage with health and wellbeing initiatives	13	3
Employees wellbeing is on our senior leaders agendas	12	1
Line managers are bought into the importance of wellbeing	12	2
We are more reactive than proactive	10	6
We have a stand alone wellbeing strategy	7	4

Group Responses: What things do you think would be helpful to promote and support wellbeing in your organisation?

- Team building / activities out of work
- Wellbeing awareness discussions / sessions
- Regular sessions with staff to engage/discuss, managers who listen
- Line managers informed, feel they have permission to be kind and follow through on actions
- Wellbeing prioritised
- Senior managers modelling good practice following their wellbeing policies
- Trust building
- Being provided with resources that have worked well elsewhere
- Well being day separate to normal holiday
- Safe space for vulnerability
- Work life balance. Longer lunch breaks! Time away from work.
- Managers only contacting you in working hours
- Time and space to talk
- Simple reporting system. Specific question in annual appraisal and feedback for action.
- Activities such as Yoga, Gym, Cafeteria
- More staff to reduce workload and protect people from working too long hours
- We are a tiny staff team so we spend a lot of time together supporting each other but we need to do more to make sure our volunteers feel connected and supported
- Strategies and actively celebrating wellbeing and cultural events.
- Being human, empathetic and understanding.

What kinds of things do organisations have in place to support wellbeing? Mentimeter

Employee Assistance Programme	Access to counselling services	Occupational sick pay	Equality, Diversity and Inclusion networks
Wellbeing resources and signposting	Wellbeing / volunteering leave	Advice on healthy eating/lifestyle	Financial education and support
Wellbeing employee support groups	Practical guidance for managers and colleagues	Fitness initiatives	Health screening

Source: CIPD

Key areas of wellbeing - What will your wellbeing priority be going forward? Mentimeter



Collective / social Employee voice Positive relationships	Good work Working environment Good line management Work demands Autonomy Change management Pay and reward	Personal growth Career development Emotional Lifelong learning Creativity	Good lifestyle choices Physical activity Healthy eating	Values and principles Leadership Ethical standards Inclusion and diversity	Health Physical health Physical safety Mental health	Financial wellbeing Fair pay and benefit policies Retirement planning Colleague financial support
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Group Responses: What is important to you and your next steps?

Area	Feedback
Collective/social	Mutual Team support, Volunteer Voice, More opportunities for less senior members of staff to lead, Make their voices heard, Wellbeing strategy – created with the team, staff and volunteers supporting each other
Good work	Good line management, realistic pay scales (not just minimum wage), increasing staff retention, hybrid, retirement not always what people want to do
Personal growth	More support for volunteers, events for volunteers, Career development – work on staff strengths around personal development Allowing space and time for employees to support, lifelong learning opportunities
Good lifestyle choices	Promoting and enabling physical activity and health eating, walking Meetings, walking and talking together, communication
Values and principles	Inclusion
Health	Menopause support, Peer support networks
Financial wellbeing	Fair pay and benefit policies, Understanding colleagues struggles

Group Responses: Next steps

- Change management – need more policy and process around handovers and team transitions
- Devise a template wellbeing strategy for everyone to adjust for themselves
- Create a wellbeing policy so every staff member receives the same support regardless of line manager
- AI – connect key information guidance
- Resources easily available to all
- Awareness of support available
- Improving communication throughout the team and between different teams
- Accessible information
- Communication, know your team
- What do employees want – rather than what we think they need
- Wellbeing sessions for staff and volunteers to work together on ideas
- Wellbeing running through organisations (embedded) in every element
- Feeling able to share concerns and feeling appreciated
- Lifelong learning opportunity
- Autonomy – lack of staff to support volunteers
- Invest more in our volunteers
- BHSF scheme access for volunteers
- Exploring the experiences of unpaid carers that work for NYC

- Reintroducing the social aspects of working life. Hybrid working and NYC reorganisation has impacted this.
- Turning training into practice
- Well-being day (separate from normal holiday) – 1 per year
- Financial wellbeing – to make sure sufficient sign posting is available to all members of the organisation
- Key policies for new CIO formation

Supporting documents:

Workshop 5: Supporting staff and volunteers slides