**Wellbeing Team Summit Outcomes**

1. **Introduction**

The wellbeing team met on the 22nd November and 16 team members were present. The session ran from 1pm until 4pm and followed the following format:

1pm: meet and greet

1.15pm: Treasure hunt ice breaker (familiarisation of Sports Park and new facilities)

2pm: Presentation setting out the structure of the PWE committees and the role of the wellbeing team

2.20pm: the team split into teams (2-3) and provided ideas and comments under the following headings (specific comments, ideas and links in annex 1)

* What are we doing already that is good for wellbeing?
* How can we identify what staff want / need?
* What wellbeing opportunities could we develop
* Who / what other teams could help us develop wellbeing and how?
* How can we help staff measure their own wellbeing?
* How can we measure that what we are doing is making a difference?
* How can we communicate wellbeing effectively?
* What can the other PWE groups do to help us

4pm: A short Tai Chi session for 15 minutes was provided by the Sports team to close the meeting.

1. **Key Outcomes**

The following five key outcomes were identified;

2.1 Consolidate, communicate and celebrate what we already do

The group agreed that the University already has significant amounts of activity on each Campus that is worthy of note. It was felt that often people knew about some aspects of this but not all aspects. Key actions to take forwards

* Create a map / brochure of all activities and facilities already on each campus.
* Develop a wellbeing map of each site to include quiet spaces, eateries, spiritual areas, green spaces, arts, culture etc.
* Create / re-define the wellbeing website to integrate all existing services provided by the different teams
* Develop a wellbeing tour (?virtually or actual)
* Update corporate induction to include wellbeing and the wellbeing tour
* Update induction facilitators and the induction website.

2.2 Investigate and take forward new wellbeing improvement projects

* Develop a wellbeing self-assessment process for staff which gives specific feedback according to results and signposts to areas where there could be improvement. This will build in the HSE stress management standards
* Investigate and implement additional wellbeing initiatives (such as on site podiatry, tai chi classes, healthy food options, healthcare, holistic therapy treatments, CBT options, staff physical health check clinics (bp, etc)
* Investigate the role and function of the staff association. Consider how this service could be developed to be inclusive and how it can improve the balance of academic / professional services staff
* Investigate the development of a wellbeing (PWE) annual event which includes a celebration of academic wellbeing research and engagement with the local community
* Investigate and develop relationships with internal and external wellbeing leaders and continue to use their input to guide the wellbeing programme.

2.3 Develop a communications strategy

* Communication at each stage of the wellbeing project to ensure that consistent and constant messages reach all staff and changes the perceived culture of the organisation.
* Integrate the PWE to ensure there is a controlled process for PWE to reduce over burdening comms / initiative fatigue
* Investigate types and styles of communication to ensure a variety of methods are used.

 2.4 Develop a measurement plan

* Identify effective and reliable measures to ensure the wellbeing team can assess that the actions that they are taking are making a difference.

2.5 Strategic (across PWE) developments to take forwards

* Visit other leading organisations (such as First Direct, Wohoo, Santander) to ensure we gain an insight into the strategy of successful projects and learn lessons outside of the sector
* Develop strategies to communicate and engage with the hard to reach groups of staff (consider reference panels and think tanks)
* Develop a mechanism for “temperature checks” of the workforce. Integrate strategies across PWE to ensure consistent and not overwhelming
* Develop an organisational “values” framework that directly links to people at work. Behaviours and support for staff to maintain their own wellbeing.
* Consider the role of PDR and probation process to act as a wellbeing conversation between staff and managers
* Develop a measurement strategy to ensure that one clear set of PWE outcome measures is agreed and planned to eliminate data quality issues.
1. **Next Steps**

An action plan, detailing the steps proposed will be produced and assigned a lead. This will be shared with the Wellbeing team and wider staff groups where action is needed from them.

The plan will be shared with key stakeholders including the Colleges and Professional Services. A decision will be made by Jacqui Marshall as to how this is shared – there may be benefits in HR coordinating one plan for all work streams and using this as the first part of the PWE strategy and communication.

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| What are we doing already that is good for wellbeing? |
| Staff association |  |
| Special interest groups |  |
| Team building events in the community |  |
| Fitness classes  |  |
| Excellent sports facilities (especially Streatham) |  |
| Cycle to work  |  |
| Minibus service to train station |  |
| Some HR working practices |  |
| Flexi time |  |
| Employee Assistance Programme |  |
| Occupational health  |  |
| Childcare vouchers |  |
| Family centre |  |
| Theatre  |  |
| Green environment on 3 campuses |  |
| Some new buildings |  |
| Community garden |  |
| Swimming pools |  |
| Statues / arts |  |
| Chapel  |  |
| Trees and planting  |  |
| Learning environment |  |
| Complementary therapy |  |
| Mindfulness meditation sessions |  |
| Chaplaincy  |  |
| Laughter classes |  |
| Good catering outlets  |  |
| Beginning to act on wellbeing / wellbeing summit now taking place  |  |
| How can we identify what staff want / need? |
| Direct |  |
| Induction – wellbeing on line wish list / choices /interests that link to things available on site |  |
| 6 month probation – improve process to include wellbeing assessment  |  |
| PDR – a wellbeing check? Quantitative and qualitative  |  |
| Ask them – heat map surveys / pulse surveys  | Incentivise |
| HRBP’s visit each team meeting |  |
| Focus groups aimed at under engaged teams / hard to reach staff  | Could also link to outcome data |
| Indirect |  |
| Suggestion box / online | Website  |
| Polls / staff survey / pulse survey | Instant voting / temp check metre |
| Social media  |  |
| Learn / get coaching from companies who have had success |  |
| Wellbeing service lead for staff  |  |
| What wellbeing opportunities could we develop |
| Lunchtime relaxing / social space |  |
| Staff lunch areas |  |
| Social activities |  |
| Specific quiet spaces |  |
| Free staff association |  |
| Reward presenteeism | Reward strategy to include wellbeing vouchers  |
| Compulsory day off for everyone every 6 weeks |  |
| Bring our research on wellbeing to the community | Link to wellbeing annual event  |
| Wellbeing / PWE awards (like environmental framework)  | Link to values |
| Initiative days – take your lunch break day and no email evenings  |  |
| If we start an award scheme could we give “wellbeing” vouchers as awards (£20 to spend in the sports park / holistic therapy)  | Link to HR reward strategy  |
| Re-introduction to your campus  | An update for existing staff  |
| Compulsory induction to include wellbeing / sports tour | Links to induction / tour of campus / wellbeing on induction |
| Champions in each department  | Link to leadership and voice  |
| More healthy food options / publicise locations / take healthy food out into the work spaces every day  |  |
| More secondment opportunities / publicised |  |
| Private health care scheme on salary sacrifice  |  |
| Voice coaching for teachers / trainers |  |
| Wellbeing map |  |
| Knitting / crafts  |  |
| Tai Chi classes in the buildings you work in  |  |
| Smoking clinics |  |
| Back clinic in work time |  |
| Range of low cost therapies |  |
| At your desk back neck and shoulder message |  |
| Facilitated lunch time activities |  |
| Sport buddy system | Noted that many existing programmes are not well known – consolidation and comms required  |
| Mini health checks |  |
| Podiatry / chiropody clinics  |  |
| Dentist / optician  |  |
| Weight management classes  |  |
| Develop culture of asking “how are you today” | Values |
| Happy Fridays – dress down / coffee / ask what staff are doing at the weekend etc  | Values |
| Wellbeing break rather than lunch break  | Re-brand lunch breaks to wellbeing breaks |
| More spirituality  |  |
| Sign up to mental health commitment as a university  |  |
| Develop / make available low-intensity cognitive therapies  |  |
|  |  |
| Who / what other teams could help us develop wellbeing and how ? |
| External  |  |
| Companies that do it well | Noted Wahoo, Santander, First Direct  |
| European centre for human health | Internal links via medical school wellbeing research group  |
| National health charities  |  |
| Mental health charities  |  |
| Create forums for bringing the SW together to promote and learn about wellbeing (speed updates)  | Wellbeing / PWE annual event  |
| Internal  |  |
| Academics – create a think tank / reference panel approach to engagement  | Leadership and voice |
| Inclusion into management training and induction | Leadership and voice  |
| Staff association |  |
| Workspace design  |  |
| OH, H&S |  |
| Mood disorders centre |  |
| Wellbeing centre | Consider other campuses |
| Arts and culture team |  |
| HRBPs |  |
| Sports  |  |
| Psychology |  |
| Chaplaincy and theology |  |
| LD |  |
| Medical school – public health unit |  |
| Sports science  |  |
| Senate, Council, VCEG  | Values and leadership |
| How can we help staff measure their own wellbeing? |
| Self assessment online with signposting to address any issues raised – integrated to include stress, but not just about stress |  |
| “at my desk” wellbeing scorecard  |  |
| Define what wellbeing means to you and measure your progress against your own specific wellbeing drivers  |  |
| Help staff become aware of their own mental health  |  |
| HSE management standards  |  |
| Self awareness and participation  |  |
| Individual commitment to take one action | values |
| Log hours worked |  |
| Prioritise own wellbeing and balance with other things  | Values / perceived permission  |
| Workload management  |  |
| Taking a break ?computer pop ups  | IT  |
| Team measurement |  |
| Praise or recognition walls  | Management and values  |
| Share and communicate the top 10 “what makes Exeter happy” guide  | Values  |
| Team discussion, values and participation | Local team values  |
| Organisation wide |  |
| Peoples reaction to you (i.e. is wellbeing infectious)  | Link to core behaviours framework  |
| Manifesto for happiness / wellbeing  | Values  |
| Physical wellbeing  |  |
| Option to have physical health assessment  |  |
| Fitness tests, blood pressure checks |  |
| Healthy food choices |  |
| Promotion of quiet spaces and where to go for a break / quiet spaces / healthy food locators |  |
| How can we measure that what we are doing is making a difference? |
| Referral / Leave / Sickness |  |
| Reduction in OH appointments (self and management referrals) |  |
| Reduced use of OH and care first  |  |
| Increased awareness of academic research that we are developing |  |
| Scientific evaluation of evidence |  |
| PDR |  |
| Longitudinal study as part of PDR |  |
| Benchmarking |  |
| PDR? |  |
| Department or area / temperature checks  |  |
| Turnover  |  |
| Reduced staff turnover |  |
| Atmospheric  |  |
| More smiles | PULSE  |
| Narrative on shared values |  |
| People having generally more positive outlook / attitude  | Staff survey |
| Exit Survey Scores (why/what reasons for leaving)  |   |
| Availability of services  |  |
| Increased number of / communication of activities / dates / times and locations  |  |
| Achieving standards |  |
| Organisational standards e.g. IIP | What national standards do we want to achieve? |
| Customers first  |  |
| Achieving national standards  |  |
| Increased participation |  |
| Engagement – getting involved |  |
| Participation in activities |  |
| More staff association membership  |  |
| More sports / club membership  |  |
| How can we communicate wellbeing effectively? |
| Create a wellbeing map (what have we got and where at each campus) | Communication strategy – multiple messages and consistency |
| Staff e-forum | All campuses |
| News in brief |  |
| Newsletters |  |
| Website |  |
| Email (not considered most effective) |  |
| Computer pop ups |  |
| Posters around campus |  |
| Case study / vox pops of wellbeing stories and participation |  |
| Wellbeing tours on induction  | Adapt induction |
| Celebration events  |  |
| Annual wellbeing fair | Annual event |
| Geocache wellbeing treasure hunt (wellbeing pride in induction) |  |
| Wellbeing lecture series (engage with academics in this area)  | Academic engagement and positivity |
| Champions |  |
| Word of mouth (good comms to create buzz) | VOX POPs of various staff / video for internet |
| Consistency – message must be repeated again and again |  |
| Lead by example – must come from the VC | Values link  |
| SMT led  | Values link  |
| What can the other PWE groups do to help us |
| Data production to help guide us (outcome measures)  | Challenge and support group  |
| Develop empathy for wellbeing | Leadership and dignity and respect |
| Create a large network of champions in all work areas |  |
| Good communications between all groups / consistency of messages between groups |  |
| Staff association – inclusive not exclusive |  |
| Leadership – lead by example | Leadership and voice |
| Understand and believe in the wellbeing group work  |  |
| Fair flexible working for all (benefit to all not constraining / conditional)  | HR |
| Prioritise initiatives that support wellbeing  |  |
| Set examples that filter down the organisation | Leadership and voice |
| Leadership framework that includes wellbeing as a core standard | Leadership and voice |
| Support and value peoples endeavours in wellbeing  | Dignity and respect |
| Build in time for wellbeing, support wellbeing breaks  | Workforce planning  |
| Devise a set of values that link to peoples work  | Dignity and respect  |