

ILF Scotland

COVID 19 Staff Wellbeing Update

(NOTE)

## ILF Scotland Staff Wellbeing

### Staff Wellbeing – COVID 19 – September 2020 Update

#### Purpose

1. To update the on the various initiatives to support staff wellbeing during the COVID 19 pandemic. It presents how ILF Scotland continues to support staff as planning progresses to the final stages of an appropriate recovery model to a 'business as normal' operation. These initiatives have helped support business continuity, increased productivity and enhanced reputation through the pandemic.

#### Process

2. A straightforward simple logical process has been followed to support staff through the pandemic. ILF Scotland has followed Scottish Government guidance coupled with listening to feedback from colleagues with the underpinning principle of 'doing the right thing' to look after the workforce. ILF Scotland recognises that each staff member has a different set of circumstances in which to manage during COVID 19 lockdown, therefore a range of different supports have been implemented.

3. This provision builds on the already extensive life-friendly provision offered by ILF Scotland to all staff from the first day of employment.

#### COVID 19 – Staff Wellbeing Actions

4. As a form of summary, the following are actions taken by the organisation during COVID 19 to support the wellbeing of the workforce.

Action	Details
SMT Meetings – moved to weekly	SMT meetings weekly from March – July. From August onwards they have returned to Week 2 and 4 of each month. Full Management meetings held monthly during Week 3.
Guidance followed:  Scottish Government and NHS Inform Advice and Guidance	<a href="https://www.nhsinform.scot/">https://www.nhsinform.scot/</a>  <a href="https://www.gov.scot/coronavirus-covid-19/">https://www.gov.scot/coronavirus-covid-19/</a>
Resilience Leadership Workshops – Managers – August 2020	August 2020/September 2020

<p>Resilience Leadership Workshops - All Staff – September /October 2020</p>	<p>Delivered by Strongmind Resiliency Training To help build wellbeing and resilience</p> <p>Understand the benefit of supporting resilience during this crisis</p> <p>Identify how to role model healthy working behaviours and proactively influence their teams</p> <p>Reinforce resilience further – on top of previous courses delivered</p> <p>Identify and signpost support, resource etc</p> <p>Approach difficult conversations whilst recognising boundaries</p> <p>Recognise early warning signs of mental health, depression, anxiety.</p>
<p>Introduced bi-weekly bulletin – from COO (changed to weekly from 1<sup>st</sup> July 2020)</p>	<p>To minimise email traffic bi-weekly communications were introduced which offered advice, guidance and updates of the changing COVID 19 landscape.</p>
<p>Introduced weekly Board updates</p>	<p>To inform the Board of the actions taken by the Executive Team to support and inform the workforce.</p>
<p>'Supporting each other in a Crisis'</p>	<p>April 2020 workshop and recording of the session delivered by Strongmind Resiliency Training accessible for all staff to access anytime.</p>
<p>Weekly 1-2-1's</p>	<p>Each staff member to have a 1-2-1 catch up/ chat with their line manager each work – gauging workload, personal circumstances and mood through COVID 19.</p>

Bi-weekly Team Meetings and Peer Support	Each team to hold bi-weekly team meetings to support cohesions and connectedness. Discussions are held to consider and support each other through the many changes in government guidance and policy .
Monthly – All Staff Meetings	All Staff ZOOM meetings held monthly from April to August to support cohesion and connectedness. Recovery Plan work and updates are regular features on the agenda.
Appointment of a Staff Wellbeing Ambassador	Staff Wellbeing Ambassador appointed to work with Scottish Government Staff Wellbeing network to consider how staff are supported and implement appropriate measures.
All staff access to National Wellbeing Helpline provided by NHS	Staff Wellbeing Ambassador provided access following SG network meetings.
Mental Health First Aid Support Pack created and implemented	Support pack implemented at the All Staff Meeting on the 11 <sup>th</sup> August.
4 x Mental Health First Aiders – trained Q4 – 2019-20	Monthly meetings through ZOOM being held to discuss promotion of the Mental Health and Wellbeing work being embedded since February 2020.
1 x Psychological First Aider– training complete Q2 – 2020-21	1 x staff member completed the Psychological First Aid Module from NHS Scotland, NES Training.
Employee Assist Programme	24/7 telephone counselling available to all staff. HR has received positive feedback from one staff member who used the EAP. This programme is entirely anonymised and ILF Scotland do not receive statistics of usage.
YAMMER	Promoted use of AMMER – Social Media where staff can chat informally leaving hints/ tips and links to helpful wellbeing material. Feedback has

	evidenced that this tool is valued and staff are missing this more informal space to share ideas, pictures and chat.
Flexible Working for all staff	100% staff are working flexibly to suit individual circumstances.
All Staff Work from Home – except rotational critical skeletal staff in Denholm House	New Track and Trace diary in place to ensure only 10 people at any one time in the office space. Some staff out with the rotational skeleton staff have been working periodically in the office to be with colleagues, others for peace and quiet from home. This is supporting staff mental health having the choice within strict H&S parameters.
DSE – Home working Self-Assessments and ‘virtual ‘ assessments	All staff encouraged to ensure home work space set up follows the ELearning issued. Support and equipment for sustained home working is available for all staff. Self-assessments submitted and trained DSE staff support the essentials to be delivered to home addresses.
COVID 19 – 2 day (pro rata) long weekend leave per calendar month	Introduced mid-July, each staff member may take 2 days (pro rata) off per calendar month. It is non accumulative and does not replace annual leave. This leave to support COVID 19 fatigue and has been very well received. This leave will be end on 30 <sup>th</sup> September. It will continue to be reviewed and may be reinstated if required.
COVID Leave - Caring Responsibilities – do what you can	All staff aware that individuals have different circumstances which have changed throughout the pandemic. All staff are encouraged to ‘do what they can’. Sometimes this means working contracted hours, others it is taking time off to support the personal responsibilities.

Annual Mental Health & Personal Resilience	Over the last 5 years, ILF Scotland have offered annual Mental Health and Personal Resilience workshops. This year 'Supporting each other in a crisis' has been offered to all and take up was high. A recorded version is available for all staff to use as appropriate for them.
All COVID 19 staff requests will be considered on their own merits	ILF Scotland will continue 'to do the right thing'.
TRICKLE	A free trial of TRICKLE App will begin in September – for 1 month. This app for smart phones brings together wellbeing tools and resources and allows staff the opportunity to participate in pulse surveys / easy access to our Mental Health First Aiders.

## Recovery Plan

5. The core focus in supporting the ILF Scotland workforce will be staff well-being, and maintaining a sense of cohesion and connectedness. All areas of the organisation will be supported through the Recovery Plan which has been co-produced by colleagues and Board members.

6. We will continue to upskill our manager to be able to recognise signs of fatigue and where there may be physical or mental health issues. Managers will continue to have weekly 1-2-1 chats with direct reports and also team video conferencing meetings.

7. Current work is underway to introduce online leadership training, review the learning & development process, introducing a mentor programme, buddying during induction and formal intern support programme. This work will underpin the individually driven personal development plan process for the workforce. ILF Scotland has recognised through the COVID 19 pandemic that personal development should and has continued, however should be reviewed to improve the current offering.

## Further Information

8. For further information about any of the content or anything else about ILF Scotland's life-friendly employee offer please contact Harvey Tilley on [Harvey.Tilley@ilf.scot](mailto:Harvey.Tilley@ilf.scot) or Lorraine Denholm at [HR@ilf.scot](mailto:HR@ilf.scot) in the first instance.