# Department for Communities

## Feedback from the People Manager Event held in October 2018

# Contents

# People Manager Event

## Overview

The event was held in the Halliwell, Carmarthen on the 18/19 October 2018.  A group of approx. 60 staff were invited to each session   The sessions were held over 2 mornings for a period of 3 hours, a variety of managers from each division were in attendance. Staff were seated in groups of 10.  199 people managers were invited.  The number of people who attended was 101.

Following on from previous event help in April.  A group has been formed working on a framework and structure which contains cross cutting business themes that has a clear purpose with key outcomes with the aim of improving wellbeing and quality of life.

We all work and live in Carmarthenshire and we can all contribute different skills.

The group has established two key projects which are:

- ✓ Falls Prevention
- ✓ Carmarthenshire is Kind

Engaging and involving the right people around the table.  The group aims to encourage communities to help themselves by empowering them and raising awareness, educating and promoting well-being services.  Encouraging joint solutions are being created which we can all contribute towards.

Representatives of each division meet and share intelligence.  Promoting health & well-being and focusing on early intervention/prevention.

The key objectives for the Sustainability and Well Being Plan are:

| Key themes | Well-being definition |
| --- | --- |
| ✓ Develop our approach to well-being<br>✓ Prevention is better than cure agenda<br>✓ Early intervention / IAA<br>✓ Working better together across services<br>✓ Maximising resources<br>✓ Tapping into the expertise<br>✓ Making a difference<br>✓ Understanding 'what' we do<br>✓ Long term change and healthy outcomes<br>✓ Joint working and pooling expertise | ✓ state of being comfortable, healthy, or happy<br>✓ Having a sense of purpose<br>✓ Feeling safe<br>✓ Belonging<br>✓ Being Healthy (Mental &Physical)<br>✓ Feeling valued |

Jonathan Willis and Julia Wilkinson presented a short presentation on the two key projects and a workshop followed with the topics below being discussed within groups.

# Workshop

| **Well-Being & Sustainability Projects**<br><br>What practical actions need to happen to make these projects work? | **Health & Well Being**<br><br>How can we improve the culture of the Organisation towards Health & Well Being? |
|---|---|

Feedback from the discussions have been collated below:

# Feedback on Well-Being & Sustainability Projects

## What practical actions need to happen to make these projects work?

Communication and Engagement
- ✓ Getting the message out and engaging with staff into team meetings
- ✓ Cross collaboration between departments
- ✓ Marketing and media promotions
- ✓ Promote verbal communication (phone/skype)
- ✓ Involve all the employees

Networking
- ✓ Making Every Contact Count (MECC)
- ✓ Targeting areas e.g. Schools, Libraries, Volunteers
- ✓ Champions to be agreed – nominated within teams
- ✓ Opportunity to network and allow time to think differently

# Feedback on Health & Well Being

**How can we improve the culture of the Organisation towards Health & Well Being?**

- ✓ Walk and talk/team away day meetings out of office environment – healthy for mental/physical wellbeing
- ✓ Celebrate success and encourage 'thank you's'
- ✓ Clear about goals and objectives
- ✓ Allow our workforce to feel valued that they use their breaks for e.g. gym, walking, swimming
- ✓ Management setting the right tone and leading by example
- ✓ Ensure employees know where they can receive support and training
- ✓ Promoting wellbeing events
- ✓ Speak to colleagues instead of emails
- ✓ Encourage to move from the desk ensure breaks are taken away from screen
- ✓ Listen to each other
- ✓ Think with sincerity, speak with honesty act with integrity
- ✓ Taking time out with staff to promote core values and wellbeing
- ✓ Create a safe environment where staff feel empowered to have difficult conversations e.g. asking for support/help with their managers
- ✓ Positively encourage volunteers
- ✓ Mental, physical, social, emotional with a healthy body - healthy mind

# Communities Health and Wellbeing Pilot Project

## Objectives

- To improve staff's health and wellbeing and have a positive impact on staff sickness
- To improve the working environment thus enabling improvements in staff's health and wellbeing and productivity
- To improve the culture of the organisation towards health and wellbeing

## Method

- Pilot targeted health and wellbeing interventions in 5 key areas of Communities, as well as DMT
- Targeted over 6 months (January to June) 2019
- Baselines collected leading up to Christmas

**Process**

- Decide on team areas to pilot
- Take baseline measurements and create individual goals
- Action plans for each area (e.g. care home) to help staff reach those goals
- Nominate H&W Champions
- Undertake H&W interventions
- Monitor and review over a 6 month period

It has been really encouraging to know that so many teams have put themselves forward for this pilot and challenge.

# Next event

We are organising a conference to target front line staff sometime June 2019 being held at the Parc y Scarlets.  Around 400 staff split into a morning and afternoon session.

This event will present the Well-being and Sustainability Action Plan and how they would be part of it.

How do we build/evolve on our well-being strategy for our staff – make people happy and healthy and more productive.

How can we support our staff to keep well and help people to help themselves and others?

# Next Steps

- Commit to promoting and developing the Well-being and Sustainability Action Plan with key players.
- Organise another People Manager Engagement event in March/April 2019.
- Opportunities for staff to meet with the Director for informal discussions once every year.
- Develop and distribute a feedback from the People Managers Event.
- Monitor and review the ratings question December 2018.