

Appendix A: Support and wellbeing offers to employees

Topic of support/guidance	Outline of support	Method of advising employees
Mental Health First Aiders	Initial training for 13 employees (August 2020). Second cohort of 12 colleagues completing certification course May 2021. If staff are struggling with mental health, or are concerned about someone, the council's trained mental health first aiders might be able to help. Talking could be the first step to feeling better.	Intranet, email, outline, team brief, Microsoft Teams Wellbeing Channel, First Aiders promoting verbally in own service areas plus several 'shout-outs' during Chief Executive Staff Q&A sessions.
Able Futures	<p>Provides a wide range of first-class mental health support services delivered by qualified health care professionals. They will listen to understand any difficulties being experienced and create an individual plan of support.</p> <p>The service is confidential, fast and flexible and is currently available over the phone and through email. There is no cost for this service and no waiting list. Once an individual has signed-up, they will receive a call within one working day.</p>	Intranet, team brief, outline, email, webinars (one for managers and one for all colleagues) delivered by Able Futures and posters in areas for colleagues without regular online access at work.
Mindfulness online course 'Be Mindful'	Mindful is for anyone who would like to work at improving their mental health and enjoy the benefits of mindfulness practice. The course is suitable for beginners to mindfulness as everything is introduced and explained as the course.	Team brief, outline, email, intranet and posters in areas for colleagues without regular online access.
Essentials of managing colleagues remotely	A workshop exploring ideas to support managers to get the best from their team(s)	Team brief, outline, email and intranet

	when working remotely. It covered: how to support and maintain relationships with individual team members; maintaining communication, collaboration and relationships with the team; how to sustain the team's morale, and positivity, and productivity.	
Successful working from home	Workshop and eGuide for new colleagues exploring ideas on working effectively from home, including: how to maintain relationships with their manager, team members and colleagues; how to stay positive, productive and healthy when working remotely.	Team brief, outline, email, intranet (eGuide now attached to welcome email sent to all new colleagues whose role involves temporary home working)
Stay healthy working from home	Information about working safety at home whilst looking after your health, advice on healthy eating, taking rest breaks etc.	Email and in letters to staff furloughed
Reflective Practice	The group sessions help explore how to manage change, practice self-care and build on personal autonomy. It is a space for colleagues to use to support their resilience and wellbeing at work and share experiences. The therapists work to create a safe environment where feelings can be safely explored. This can help prevent feelings of helplessness or being overwhelmed which can ultimately lead to stress, anxiety and depression developing.	HR colleagues work closely with managers and where concerns are raised they explore whether this practice may help.
Counselling service	The team can support individuals if they are experiencing anxiety, depression, stress, bereavement, relationship difficulties.	

Bespoke bereavement counselling	Group support counselling session when a colleague has passed away.	HR Consultant speaking directly to those effected colleagues.
Bereavement Support	External support	Intranet and posters in areas for colleagues without regular online access
Personal Effectiveness Back to Basics	Managing and individual's day and being effective can sometimes feel overwhelming. There are core tools and techniques that can be used to help ensure" we get done what we need to do no matter where or when we do our work". FOR: All colleagues DELIVERED: In a 2 hour live virtual workshop via Microsoft Teams.	Email, intranet and Microsoft Teams CBC Learning Channel
Compassionate Conversations	This explores how to talk to others when they are not feeling ok Individuals can easily miss the opportunity to act when they spot others are not okay. Not because they don't care. More often than not, because they don't know what to say or they simply didn't pause and take notice. FOR: All colleagues DELIVERED: In a bite size online workshop via Microsoft Teams.	Email, intranet and Microsoft Teams CBC Learning Channel
Resilience Boosters	4 workshops in this series looking at how the different aspects of building, and maintaining resilience. WORKSHOP ONE: focuses on avoiding unnecessary stress. WORKSHOP TWO: explores adapting to things that cause stress WORKSHOP THREE: covers accept the things you can't change WORKSHOP FOUR: looks at making time for fun and relaxation	Email, intranet and Microsoft Teams CBC Learning Channel

<p>How to Support the Team Through Anxiety for Managers</p>	<p>Uncertainty and anxiety are possibly the most common emotional responses any of us may have been feeling during the past year and into the near future. These are very understandable feelings. DELIVERED: In a 3 hour live virtual workshop via Microsoft Teams.</p>	<p>Email, intranet and Microsoft Teams CBC Learning Channel</p>
<p>Crucial Conversations – for managers</p>	<p>Managing people sometimes involves having conversations where opinions vary, emotions run high and the way these are approached will have a long lasting impact. The skills and techniques in having such discussions are essential to the success as a manager. DELIVERED: In a 3 hour live virtual workshop via Microsoft Teams.</p>	<p>Email, intranet and Microsoft Teams CBC Learning Channel</p>
<p>Staff surveys</p>	<p>Three staff surveys have been carried out during the pandemic.</p>	<p>HR Consultant /manager speaking directly to those effected colleagues. Highlighted by the Chief Executive through the questions and answer sessions.</p>
<p>Weekly Friday morning Aerobics with Jayne.</p>	<p>Crawley Wellbeing offer a 20 minute weekly Aerobic sessions at 10am on Friday morning. No equipment needed and no floor work.</p>	<p>Weekly Staff Global email sent out with link or access via Teams wellbeing channel.</p>
<p>Talks and presentations on:- Menopause Sleep Stress Management Mindfulness Resilience Happier Living Positive Psychology Other Health and Wellbeing Topics</p>	<p>Crawley Wellbeing is a free, friendly and impartial service which is on offer to all staff who would like support with areas of their health and wellbeing. With a team full of professional advisors, Crawley Wellbeing are here to support you to make beneficial changes to everyday lives.</p>	<p>Intranet, email, outline, wellbeing website, and Microsoft Teams wellbeing channel.</p>

<p>Wellbeing Advisor 1-2-1 appointments – either via Teams or telephone. Face to Face appointments available soon.</p>	<p>Wellbeing Advisor Session offering the opportunity to discuss any lifestyle issues to gain support including:</p> <ul style="list-style-type: none"> - Weight management - Healthy nutrition - Physical activity - Smoking cessation - Alcohol reduction - Sleep and relaxation - Emotional wellbeing - Stress management - Wellbeing checks 	<p>Intranet, email, outline, wellbeing website, and Microsoft Teams wellbeing channel.</p>
<p>12 week WOW course: via Teams or telephone support</p>	<p>Support to make sustainable weight loss changes for a healthier lifestyle through:</p> <ul style="list-style-type: none"> - Key topic discussions - Tracking and journaling - Low impact exercise sessions - Toolkit of resources - Support from leaders 	<p>Intranet, email, outline, wellbeing website, and Microsoft Teams wellbeing channel.</p>
<p>6 week 'Mindful Living' course: via Teams or telephone support</p>	<p>Looking at reducing stress and anxiety in every day lives through mindfulness practices</p> <ul style="list-style-type: none"> - Key topic discussions on the pillars and principles of mindful living - Mindfulness meditations - Breath awareness techniques - Resources and downloads 	<p>Intranet, email, outline, wellbeing website, and Microsoft Teams wellbeing channel.</p>

<p>Wellbeing Days (on an Ad-hoc basis where staff can book a virtual one to one) Face to Face appointments available soon. Targeted health days such as Blood Pressure Monitoring and NHS Health Checks.</p>	<p>Individual Wellbeing Advisor Sessions to discuss any health and wellbeing issue. Use of Body Composition Scales where appropriate and wellbeing goals and plan agreed.</p>	<p>Information to be sent out via Staff Global email by the Wellbeing Team. Booking details will be given.</p>
<p>Workplace Covid testing</p>	<p>Lateral flow testing for Covid-19 at the Town Hall and Metcalf Way Depot. This testing will begin with a phased introduction from Monday 29 March. Testing will be twice a week on Mondays and Thursdays at both sites.</p>	<p>Email and intranet</p>
<p>Taking Care of Your Mental Health – Support Available Guide</p>	<p>Comprehensive online and print (poster) guide to full range of self-care and support options with information on how to self-refer / access without the need to approach others if preferred. Categories options according to how individual is feeling, ranging from ‘thriving’ (and looking to stay that way) through to ‘in crisis’.</p>	<p>2 versions: intranet version containing online and digital resources / options; poster version for colleagues without online access signposting to face-to-face and telephone-based support services / options.</p>