# Domain 2 Outcomes and Evidence

## Outcome 2A: Support for Staff in Managing Health Conditions

The organisation provides various resources and support mechanisms to assist staff in managing health conditions, including obesity, diabetes, asthma, COPD, and mental health conditions.

The "Your Health and Wellbeing" intranet page serves as a comprehensive resource, offering tools and information to promote both physical and mental well-being among employees. Key features of this page include:

* Health Offers and Discounts: Employees have access to health-related discounts and services at reduced costs to support their ongoing health conditions.
* Well-being Resources: A range of materials focused on mental health, stress management, and physical health to help employees maintain a balanced work-life routine.
* Events and Workshops: Regular sessions covering mental health awareness, stress reduction techniques, and healthy lifestyle choices.
* Policies and Procedures: Clearly outlined policies related to health and well-being, ensuring staff awareness and access to support mechanisms.
* Career Development: Information on career growth opportunities, fostering engagement and motivation, which positively impacts mental health.
* The "Weight Management" intranet page further demonstrates the organisation's commitment to supporting staff in managing obesity. This page includes:
* Comprehensive weight management programmes tailored to individual needs.
* Access to qualified health and well-being coaches for personalised guidance.
* Educational resources, including articles and videos on healthy eating and physical activity.
* Regular workshops and events promoting weight management and healthy lifestyles.
* A supportive work environment encouraging physical activity and healthy food options.
* Other initiatives supporting staff well-being include:
* Nutrition and Mental Health Training Module: Training to explore the impact of nutrition on mental well-being and its role in managing conditions such as depression and anxiety.
* Occupational Health Activity Report: A report detailing medical classifications for staff health issues, including mental illness, cardiovascular, endocrine, and respiratory conditions.
* Appraisal Policy: A structured policy requiring managers to hold regular one-to-one meetings to discuss health and well-being.
* Guidance for One-to-One Meetings: Resources, including example questions and a one-to-one template that includes a health and well-being update.
* Attendance Management Policy: Demonstrates the organisation's commitment to equality and reasonable adjustments for staff with disabilities.
* Flexible Working Policy: Ensures all employees have the opportunity to request flexible working arrangements to support health and well-being needs.
* Agile Working Policy: Provides staff with flexible working arrangements to promote a healthy work-life balance while ensuring proper health and safety measures for remote workers.
* Pregnancy and Baby Loss Policy: Offers inclusive language, paid leave, and access to support services for affected employees.
* Staff Sickness and Absence Data: Quarterly reports that track trends and allow proactive interventions such as wellness programmes.
* Workforce by Protected Characteristic Data: Used to promote diversity and inclusion by identifying underrepresented groups and tailoring well-being programmes accordingly.

### Areas for Improvement:

* There is currently no specific evidence of support for COPD and asthma management.
* The absence management policy does not specifically address long-term health conditions.
* Staff should be signposted to national and Voluntary, Community, and Social Enterprise (VSCE) support services.

## Outcome 2B: Ensuring a Safe Work Environment

The organisation is committed to ensuring staff are free from abuse, harassment, bullying, and physical violence. This commitment is demonstrated through:

* Bullying and Harassment Policy: Defines unacceptable behaviour and outlines a structured reporting process.
* Domestic Abuse and Sexual Safety Policy: Provides confidential reporting, access to counselling, and work adjustments for affected employees.
* Freedom to Speak Up Policy: Protects staff from retaliation when raising concerns and provides confidential reporting channels.
* Training and Awareness: Mandatory online training on speaking up, listening, and following up for staff and managers.
* Monitoring and Review: Regular assessments to ensure policies remain effective in protecting staff.

### Areas for Improvement:

* Proactive measures are needed to support staff with protected characteristics in raising concerns.
* Improved evidence collection on responses to staff concerns.
* Enhanced support for patient-facing staff.
* A refresh of appraisal support is recommended.

## Outcome 2C: Access to Independent Support for Staff Facing Abuse or Stress

The organisation ensures that staff experiencing stress, abuse, bullying, harassment, or violence have access to independent support, including:

* Freedom to Speak Up Guardians: Trained individuals who provide independent guidance and ensure concerns are addressed.
* Employee Assistance Programme (Care First): A confidential counselling service.
* Psychological Well-being Hub: A support resource for discussing mental health concerns.
* Occupational Health and Counselling Services: Confidential support for employees experiencing health-related challenges.

### Areas for Improvement:

* Strengthening staff networks by providing funding and protected time for participation.
* Enhanced monitoring of abuse and harassment data to inform policy changes.

## Outcome 2D: Staff Recommendation of the Organisation

The 2024 staff survey indicates a 20.8% increase in positive responses regarding recommending the organisation as an employer, reflecting improvements in:

* Enhanced Staff Engagement: Regular listening sessions and focus groups.
* Workplace Improvements: Flexible working options and well-being programmes.
* Supportive Culture Development: Initiatives to enhance inclusivity and psychological safety.
* The Organisational Development Programme outlines ongoing efforts to address staff concerns, improve workplace culture, and act on survey results.

### Areas for Improvement:

* Introduction of the Friends and Family Test for patient-facing services.
* Increased public involvement through staff training and awareness programmes.
* Further exploration of staff concerns and actions to address them.

## Overall Rating and Next Steps

Overall Rating for Domain 2: Workforce Health and Well-being: 4

* Outcome 2a scored 2
* Outcome 2b scored 1
* Outcome 2c scored 1
* Outcome 2d scored 0

The evidence and policies presented will be reviewed by key stakeholders, including staff members, staff networks, trade unions, Freedom to Speak Up Guardians, Non-Executive Directors, and HR representatives.

### Action Plan for Improvement

* Develop specific support programmes for COPD and asthma.
* Revise the absence management policy to include considerations for long-term health conditions.
* Increase signposting to national and VSCE support services.
* Act on staff survey outcomes.
* Strengthen proactive support for staff with protected characteristics.
* Improve documentation of responses to staff concerns.
* Enhance support for patient-facing staff.
* Refresh appraisal support mechanisms.
* Strengthen and fund staff networks.
* Monitor and take action based on abuse and harassment data.
* Expand the Friends and Family Test.
* Promote public involvement in organisational initiatives.
* Address staff feedback to improve the organisation's reputation as an employer.

By implementing these actions, the organisation aims to further enhance workforce well-being and create a healthier, more supportive working environment.