

## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Staff Governance
<b>DATE</b>	7 June 2021
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Employee Mental Health Action Plan - Annual Progress Update
<b>REPORT NUMBER</b>	RES/21/119
<b>DIRECTOR</b>	Steven Whyte
<b>CHIEF OFFICER</b>	Isla Newcombe
<b>REPORT AUTHOR</b>	Kirsten Foley
<b>TERMS OF REFERENCE</b>	3.3

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### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an update in relation to the employee mental health action plan which was approved by Staff Governance Committee on 3 February 2020 (initially agreed on 31<sup>st</sup> January 2019) with an instruction to report back on progress.
- 1.2 Further analysis of the impact of the interventions and initiatives put in place prior to and during the pandemic will be undertaken over the upcoming months, and this data will be used to inform the development of the next iteration of the Employee Mental Health Action Plan, which will be reported to Committee in due course.

### 2. RECOMMENDATIONS

That the Committee: -

- 2.1 notes the actions carried out so far to address and support positive employee mental health; and consider the variety of initiatives, activities, training and support made available to employees during the Covid-19 pandemic;
- 2.2 approves the continuing work outlined to address and improve employee mental health and wellbeing; and
- 2.3 notes that a revised Employee Mental Health Action Plan will be reported to Committee in due course.

### 3. BACKGROUND

- 3.1 A report to the Staff Governance Committee on 3 February 2020 outlined the actions which would be undertaken in Aberdeen City Council's mental health action plan.

- 3.2 The Mental Health Action Plan was approved at Staff Governance Committee in February 2020 (**See Appendix 1**) and is linked to the Wellbeing Plan. It shows the organisation's commitment and intent on key theme areas (as per the diagram below) to support a mentally healthy workplace. It is based on good practice as outlined in the links under 'background papers' at 11 below; including ACAS guidance and the independent review of mental health and employers undertaken by Stevenson and Farmer entitled 'Thriving at Work'.



A working group was formed which includes staff members with a passion and interest in improving workplace mental health alongside members of the People and Organisational Development team.

- 3.3 The plan is owned and monitored by People and Organisational Development, who ensure that the actions are progressed and that it will be ongoing and refreshed annually. Data relating to employee absence including psychological reasons will also continue to be reported to the Staff Governance Committee for monitoring to determine the effectiveness of the measures in the plan in addressing and improving employee absence.
- 3.4 Since the start of the pandemic, People and Organisational Development, in partnership with the Health and Safety team and other colleagues across the organisation, have undertaken mitigating actions recognising the potential for increased mental health concerns amongst employees during a period of increased stress and anxiety. We continue to work closely with trade union colleagues to support employees and to deliver a range of support which is related to mental health and wellbeing.
- 3.5 A recent study published by the Chartered Institute for Personnel and Development, entitled *Coronavirus (COVID-19): Mental Health Support for Employees* suggests that the effects of the pandemic and the measures put in place to suppress it (eg lockdown and social distancing) are likely to be long

lasting, with some individuals continuing to experience the impact for months or even years after the event.

As we begin to return to the workplace, whatever that might look like post-pandemic, it is imperative that we identify and put in place the support staff require.

#### **4. WHAT HAS BEEN DELIVERED**

4.1.1 Appendix 1 shows the progress which has been made against all actions in the Mental Health Action Plan. Key achievements arising from the plan are outlined below.

4.1.2 Appendix 2 shows the delivery of activities, campaigns, training and support services during the Covid-19 pandemic across the organisation.

#### **4.2 Mental Health Awareness Week**

4.2.1 To mark World Health Day and raise awareness of Stress Awareness Month in April, a series of our self-improvement sessions covering all aspects of looking after one's own wellbeing was delivered via Teams by our Employee Assistance Service, 'Time for Talking'. Further sessions will be scheduled for employees who could not attend at this time and the programme will continue to rollout throughout 2021.

4.2.2 Our first Mental Health Awareness Week ran in October 2019 to coincide with World Mental Health Day. Due to the number of restrictions in place last year as a result of Covid-19 and the wealth of campaigns and information that was continually being delivered to the workforce, our next planned Mental Health Awareness Week will be delivered in October 2021. A series of webinars are currently being delivered to mark the national Mental Health Awareness Week which takes place this year from 10 – 16 May 2021.



The banner features a background image of a person's face with the text 'DO YOU KNOW HELP IS ON HAND IF YOU ARE STRUGGLING' overlaid. The title 'Wellbeing Wednesday Webinars' is prominently displayed in purple. Below the title, a paragraph of text describes the webinar program. A purple button with the text 'Click Here' is positioned at the bottom center. The logo 'timefortalking' is visible in the top right corner.

## **Wellbeing Wednesday Webinars**

To celebrate Stress Awareness Month in April and Mental Health Awareness week in May, a programme of Wellbeing Wednesday Webinars delivered by our Employee Assistance Service will commence on 14 April 2021 to help support and improve staff wellbeing.

[Click Here](#)

Aberdeen City Council's Mental Health Awareness Week was established to highlight the value that we place on our employees' mental health of creating a culture where employees can talk about mental health and have support available to allow them to seek help where needed and is open to our colleagues in the NHS and Aberdeen Health & Social Care Partnership also.

4.2.3 Sessions were attended by approximately 110 members of staff at 5 different events and subjects on Stronger Through Adversity, Personal Relationships and Communication, Managing Stress Mindfully, Building Psychological Resilience and Wellbeing and Eat, Sleep, Exercise, Talk and Thrive. Further sessions on suicide prevention and domestic abuse are also being delivered to our network of Mental Health First Aiders to enhance and upskill their learning for supporting others.

#### 4.3 **Mental Health First Aid Network**

4.3.1 Personnel Today (the UK's leading free-access HR website with accurate information on employment law and best HR practice) identified key benefits of having Mental Health First Aiders

Mental Health First Aiders act as a trained point of contact for employees who require support and provide guidance on resources available. They are all trained volunteers, independent of line management and offer support confidentially.

4.3.2 Mental Health First Aiders were approved as a result of a guidance implemented which required them to be interviewed about the role and provide references. Following the Mental Health First Aid training which is provided by the North East of Scotland College they are provided with support from the Mental Health Co-ordinator and there is a mechanism in place to capture interactions with employees anonymously. This information is utilised to ensure the effectiveness of the Service and provide any relevant additional training to the Mental Health First Aiders.

4.3.3 Trade Union Colleagues continue to play an active role in the area of Mental Health and have been supportive in the implementation of Mental Health First Aiders. Regular meetings have been established to look at the issue of mental health in the workplace and identify areas where we can collaborate.

4.3.4 Communication is being cascaded across the organisation and employees can find Mental Health First Aid contact details alongside First Aider contact details in the workplace. A full list of all Mental Health First Aiders is available on our [Mental Health and Wellbeing pages](#). In addition, for those employees who do not access electronic technology as a regular part of their role, the contact details are contained within the flyer for Front Line Workers and is cascaded throughout services via ECMT and the Leadership Forum. We continue to work collaboratively with managers and trade unions to ensure that vital information such as this is available to frontline colleagues.

4.3.5 Regular development sessions covering various subjects to upskill our Mental Health First Aiders to enhance their effectiveness in their role has commenced in 2021 with the delivery of the following topics completed:

- Domestic Abuse Awareness
- Introduction to Suicide Awareness

4.3.6 A service recording tool is used to record the interactions of Mental Health First Aiders with employees who are accessing the service. This allows us to make

sure we have enough cover and support across the organisation and enables us to identify further development needs for our Mental Health First Aiders. The tool does not collect any personal data, but the information gathered allows us to identify issues, trends and hotspots enabling us to intervene with a variety of proactive measures.

#### 4.3.7 **Current coverage of trained Mental Health First Aiders**

We currently have 72 mental health first aiders trained across the organisation (an increase of 32 since the last reporting period). Training has continued throughout Covid-19 albeit with reduced numbers to allow social distancing practices. We now have **1%** cover of Mental Health First Aiders across our workforce and they are situated in 30 locations.

### 4.4 **Training Programme**

4.4.1 Our training programme continues to grow with this last year giving particular emphasis to self-development. Our partnership with SAMH has allowed us to deliver webinar style training sessions to all our employees and has been cascaded throughout the organisation using the Leadership Forum to gain buy in from managers.

Training courses included are as follows:

Scottish Mental Health First Aider – 32 attended  
Building Resilience – 59 attended  
Maintaining Wellbeing – 59 attended  
Stronger Through Adversity (Time for Talking) – 109 attended  
Personal Relationships and Communication (Time for Talking) – 110 attended  
Managing Stress Mindfully (Time for Talking) – 116 attended  
Building Psychological Resilience and Wellbeing (Time for Talking) – 120 attended

Still to deliver in May:

Eat, Sleep, Exercise, Talk and Thrive (Time for Talking)  
Managing Your Digital Wellbeing (P&OD webinar on use of Microsoft apps to improve work/life balance through use of M365 apps)  
Stronger Through Adversity (Time for Talking)  
Personal Relationships and Communication (Time for Talking)  
Managing Stress Mindfully (Time for Talking)  
Building Psychological Resilience and Wellbeing (Time for Talking)  
Eat, Sleep, Exercise, Talk and Thrive (Time for Talking)

#### 4.4.1 **eLearning**

A suite of mental health eLearning training is now available for all employees to undertake including:

- Mentally Healthy Workplaces
- Ask, Tell, Save a life – online learning clips on Suicide Prevention
- Alcohol and Drugs in the Workplace

and for managers:

- Stress Awareness for Managers

and other external eLearning training is available on our Mental Health and Wellbeing pages:

- Mental Health eLearning for Teachers
- See Me in Work
- Understanding Sleep

## **5. NEXT STEPS**

### **5.1 Mental Health First Aid Network**

5.1.1 The next steps at this stage of the project are to:

- Continue to focus on data led interventions to support areas of the organisation where a mental health intervention would be appropriate. This will be done by analysing data gathered from Mental Health First Aiders, Aberdeen City Council absence information and usage information from the Employee Assistance provider as well as data gathered from the Future of Work Survey.
- Measurement of the impact of the data led interventions and the impact on absence levels in those areas.
- Focus on enrolling Mental Health First Aiders in the locations and Clusters where current cover is lower.
- Further delivery of Mental Health First Aid Training
- Increase the number of managers who are trained to raise awareness to support employees experiencing mental health issues.
- Analyse feedback to identify hotspots and expressly target with training and other wellbeing initiatives.
- Continue building a programme of peer support networks to share knowledge and experience as well as deliver training opportunities to upskill the Mental Health First Aiders, encouraging appropriate support and supervision. Review interventions being provided. This mechanism will also provide further opportunities to identify development needs for the network.

### **5.3 Training Programme**

Continue to add to, advertise and encourage all staff to undertake the mental health awareness training available. Further training will be added in 2021 once restrictions are lifted, as below.

- Introduction to Suicide Prevention delivered by SAMH.
- ASIST – In-depth Suicide Prevention
- Stress Awareness for Managers Virtual Teams Based Training
- Building Resilience Virtual Teams Based Training
- Maintaining Wellbeing Virtual Teams Based Training

In addition to in-house opportunities, continue to encourage employees to participate in the Stress and Mental Health Improvement Virtual Training available from NHS Grampian Public Health colleagues as follows:

# Stress and Mental Health Improvement Virtual Training

available to all NHS Grampian and Health and Social Care Staff  
and including all Aberdeen City Council Staff

**touchbase...**  
Mental Health Training  
Calendar 2021-2022

April to December 2021



Month	Mental Health Awareness 1.5 hrs	Stress Awareness 1.25 hrs	Mental Health Training for managers/Team leaders (stress mgt+ mentally healthy course for mgt. 3.00 hrs)	Listening Ear 1.00 hr	Recovery in Mental Health 1.25 hrs	Relaxation 1.25 hrs	Promoting resilience 3.0 hrs
Apr	Thurs 29th 10.00 - 11.30	Thurs 8th 10.00 - 11.30	Wed 14th 13.00 - 16.00	Tues 20th 10.00 - 11.00am	Mon 19th 14.00 - 15.15	Tues 13th 10.00 - 11.30	Wed 7th 10.00 - 13.00
May	Thurs 27th 10.00 - 11.30	Tues 4th 10.00 - 11.30	Wed 5th 10.00 - 13.00	Tues 18th 10.00 - 11.00		Tues 11th 10.00 - 11.30	Wed 12th 10.00 - 13.00
Jun	Thurs 25th 10.00-11.30	Tues 8th 10.00 - 11.30	Wed 9th 13.00 - 16.00	Tues 15th 10.00 - 11.00	Thurs 24th 13.00 - 16.00	Tues 15th 10.00 - 11.30	Mon 7th 13.00 - 16.00
Jul		Tues 6th 10.00 - 11.30	Wed 7th 10.00 - 13.00			Thurs 15th 10.00 - 11.30	Thurs 8th 10.00 - 13.00
Aug	Thurs 26th 10.00 - 11.30	Thurs 5th 10.00 - 11.30	Wed 4th 13.00 - 16.00	Tues 17th 10.00 - 11.00	Thurs 19th 13.00 - 16.00	Tues 17th 10.00 - 11.30	
Sep	Thurs 30th 10.00 - 11.30	Tues 7th 10.00 - 11.30	Wed 1st 13.00 - 16.00	Tues 16th 10.00 - 11.00		Thurs 16th 10.00 - 11.30	Wed 8th 13.00 - 16.00
Oct	Thurs 28th 10.00 - 11.30	Tues 5th 10.00 - 11.30	Mon 4th 13.00 - 16.00		Thurs 14 13.00 - 16.00	Tues 19th 10.00 - 11.30	
Nov	Thurs 25th 10.00 - 11.30	Tues 9th 10.00 - 11.30	Wed 3rd 13.00 - 16.00	Tues 18th 10.00 - 11.00		Tues 16th 10.00 - 11.30	
Dec		Tues 7th 10.00 - 11.30		Tues 15th 10.00 - 11.00	Thurs 9th 13.00 - 16.00	Tues 14th 11.00 - 11.30	Wed 1st 10.00 - 13.00

For course enquiries and to book a place contact:

✉ [gram.mentalhealthtraining@nhs.scot](mailto:gram.mentalhealthtraining@nhs.scot)

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## 5.4 **Communication Plan**

- Poster campaigns in all locations identifying Mental Health First Aiders and how to contact them.
- Regular campaign updates sent out through the Leadership Forum.
- Regular email updates sent out to all staff.
- Regular blog posts on the Intranet
- All information available on People Anytime Wellbeing pages
- Wellbeing noticeboards established in all locations with information regarding training, support and how to get involved.
- Frontline Workers Campaign – leaflet devised and delivered to frontline staff across various depots and locations to ensure those who are not on digital devices have the same knowledge and opportunities to access training and support.

## 4. **FINANCIAL IMPLICATIONS**

- 4.1 Mental health and wellbeing is increasingly becoming a core component of service delivery, linked to both staff retention and customer satisfaction. There is the potential to reduce direct and indirect costs in relation to sickness absence, low morale/engagement and increased turnover by supporting and promoting positive mental health. This can have a significant impact on Function / Cluster budgets.
- 4.2 There is a financial cost resulting from some of the areas highlighted in the appendix to the report. These costs have been funded through the Council's Flexible Working Development Fund application and through the corporate training budget, in line with our priorities set out in the Workforce Plan approved at Staff Governance Committee in 2019.
- 4.3 A very welcome £6000 was awarded from reserves available to support our delivery of the Mental Health and Wellbeing Action plan

## 5. **LEGAL IMPLICATIONS**

- 5.1 Failure to comply with legislation in ensuring a safe and healthy workplace has the potential to result in enforcement action by the Health and Safety Executive (HSE). Such intervention can result in potential prosecution (criminal) and employees (civil claims) are more likely to succeed following a successful HSE prosecution. Changes in the Sentencing and Fines Guidance for health and safety non-compliances are resulting in increased financial penalties. Fine starting points are based on an organisation's turnover. As Local Authorities do not have turnover; their Annual Revenue Budget is deemed to be the equivalent. This amount is then altered depending on the culpability of the organisation and harm factors to employees and members of the public.
- 5.2 Under the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999, there is a legal requirement to ensure the health, safety and welfare at work of our employees. This includes minimising the risk of stress-related illness or injury to employees.



## 6. MANAGEMENT OF RISK

6.1 The risks with the potential to impact the decision being sought from the Committee are categorised as:

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
<b>Strategic Risk</b>	N/A	N/A	N/A
<b>Compliance</b>	Compliance with legal requirements ensures the health and safety of employees).	M	Actions outlined in the appendix provide additional support for employees.
<b>Operational</b>	N/A	N/A	N/A
<b>Financial</b>	If no action is taken to support individuals and address trends, then the organisation will incur both direct and indirect costs.	M	Implementation of the Mental Health and Wellbeing in the Workplace Policy and supporting Stress Procedure. Effective management and maintenance of a mentally healthy workplace and provision of appropriate support.
<b>Reputational</b>	Without ensuring suitable employee support there is a risk of the organisation not becoming an employer of choice and having recruitment and retention issues.	L	As above.
<b>Environment / Climate</b>	N/A	N/A	N/A

## 7. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
<b>Aberdeen City Local Outcome Improvement Plan</b>	
Prosperous People Stretch Outcomes	The Prosperous People theme in the LOIP indicates that all people in the City are entitled to feel safe, protected from harm and supported where necessary, which would include employees of the Council. Adopting the approach outlined in the report will support the workforce.

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Not required
Data Protection Impact Assessment	Not required

## 9. BACKGROUND PAPERS

ACAS Framework for positive mental health  
[http://www.acas.org.uk/index.aspx?articleid=1900&gclid=EAlaIQobChMIuNDt\\_h6-m3wlVzrvtCh2E7QZyEAAYASAAEgLEHPD\\_BwE](http://www.acas.org.uk/index.aspx?articleid=1900&gclid=EAlaIQobChMIuNDt_h6-m3wlVzrvtCh2E7QZyEAAYASAAEgLEHPD_BwE)  
Health and Safety Executive (HSE) page  
<http://www.hse.gov.uk/stress/mental-health.htm>

'Thriving at Work' - Stevenson/Farmer independent review of mental health and employers  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/658145/thriving-at-work-stevenson-farmer-review.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/658145/thriving-at-work-stevenson-farmer-review.pdf)

ACAS framework for positive mental health  
<http://www.acas.org.uk/media/pdf/r/i/Acas-framework-for-positive-mental-health-at-work.pdf>

ACAS research paper  
[http://www.acas.org.uk/media/pdf/2/p/Mental\\_health\\_report\\_11\\_Nov\\_2016.pdf](http://www.acas.org.uk/media/pdf/2/p/Mental_health_report_11_Nov_2016.pdf)

ACAS guidance  
[http://www.acas.org.uk/media/pdf/s/j/Promoting\\_Mental\\_Health\\_Nov.pdf](http://www.acas.org.uk/media/pdf/s/j/Promoting_Mental_Health_Nov.pdf)

Note: The content of the attached Employee Mental Health Action Plan is based on the documents under the above links; the Stevenson/Farmer review 'Thriving at Work'. The circle diagram under 2.1 above contains elements within these papers.

## 10. APPENDICES

**Appendix 1 – Mental Health Improvement Action Plan**  
**Appendix 2 - Initiatives undertaken during Covid-19 2020/21**  
**Appendix 3 – Front Line Worker Leaflet**

## 12. REPORT AUTHOR CONTACT DETAILS

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## Appendix 1 Mental Health Action Plan

Theme	Outcome	Improvement action areas	Detail	Next Steps
1.Tackle stigma	Visible commitment to positive mental health	<p>a. Participate in national proactive awareness raising campaigns through a calendar of events and? include reference to creating a mentally healthy workplace in new Council Capability Framework <input checked="" type="checkbox"/></p> <p>b. Conduct focus groups with staff on the content and the delivery of this action plan <input checked="" type="checkbox"/></p>	<p>ACC utilising all appropriate national campaigns rather than adopting a specific one <input checked="" type="checkbox"/></p> <p>Updated Action Plan added to People Anytime pages <input checked="" type="checkbox"/></p> <p>Mental Health First Aid Posters advertising network across entire organisation <input checked="" type="checkbox"/></p>	<p>Continue to communicate mental health and wellbeing initiatives in line with national programmes and deliver training and information campaigns as appropriate.</p> <p>Informal drop-ins to depots and venues by Mental Health and Wellbeing Adviser and re-instatement of the Chaplaincy Service and visits to raise awareness of the opportunities available to staff to support wellbeing and tackle stigma.</p>
	Managers have mental health rapport with employees	<p>a. Introduce a Standard Management objective for Performance Review and Development <input checked="" type="checkbox"/></p> <p>b. Open discussion of mental health and support to be held wherever possible and appropriate e.g., 1-2-1s, team meetings and induction training. Chief Officers to role model an open approach. <input checked="" type="checkbox"/></p>	<p>New CR&amp;D process embeds guiding principles for all employees <input checked="" type="checkbox"/></p> <p>Wellbeing Welcomes introduced at start of team and</p>	<p>Continue to instruct managers to undertake the Mentally Health(y?) Workplaces for Managers blended learning training to raise mental health awareness and to upskill managers to support employees.</p> <p>Add to resources and materials available to help support managers</p>

			1-2-1 meetings <input checked="" type="checkbox"/>	to engage and have sensitive conversations with employees.  Continue to deliver webinar style training sessions to managers to allow peer support networks to grow across the organisation.
Employees are self-aware and ask for help when needed	<p>a. Raise mental health awareness through development of employee training and awareness raising sessions which include case stories from members of staff <input checked="" type="checkbox"/></p> <p>b. Use of "buddy system" (out with management) and link to national online support schemes <input checked="" type="checkbox"/></p> <p>c. Employees encouraged to share experiences, to access support and highlight improvement areas through focus groups and online discussion forums <input checked="" type="checkbox"/></p>	<p>Suite of online and face to face training now available <input checked="" type="checkbox"/></p> <p>Mental Health First Aiders now trained and available to sign post staff to find support <input checked="" type="checkbox"/></p> <p>Mental Health First Aider network developed to share best practice <input checked="" type="checkbox"/></p> <p>Series of Self Improvement training courses</p>	<p>Continue to signpost employees to undertake the Mentally Healthy Workplaces online training.</p> <p>Mental Health First Aider Network meetings to continue to take place to deliver training on key subjects to upskill and support MHFA's in their roles and to support and identify improvements areas.</p> <p>Continue exploring the creation of online discussion groups for various wellbeing topics to create networks of peer support on The Blether/Yammer/Teams sites.</p>	

			for employees to attend <input checked="" type="checkbox"/>	
2. Empower employees	The organisation understands the impact personal issues can have on mental wellbeing	<p>a. Review and improve available data relating to mental health and psychological reasons for absence to understand and act on improved information.</p> <p>b. Develop and share personal stories of those impacted by mental health issues with managers <input checked="" type="checkbox"/></p>	<p>Delivered a series of webinars for self-improvement by Time for Talking (Employee Assistance Service) <input checked="" type="checkbox"/></p> <p>Self-Improvement virtual training sessions delivered by SAMH <input checked="" type="checkbox"/></p> <p>Analyse absence data available and target initiatives and interventions where appropriate across the organisation <input checked="" type="checkbox"/></p>	<p>Continue to analyse absence data and target initiatives and interventions where appropriate across the organisation.</p> <p>Encourage volunteering initiatives.</p> <p>Continue delivering self-improvement training courses for all staff and add further to the range available through our new eLearning contract with Thrive Learning.</p> <p>Encourage use of Wellness Action Plan</p>
	Managers can handle difficult conversations effectively.	a. Upskill managers in having sensitive conversations through development and promotion of training	Regular webinars by Senior Management on	Digital Age – mental health and wellbeing – Teams Tips virtual training sessions to be delivered to

		<p>and awareness sessions and communications <input checked="" type="checkbox"/></p> <p>b. Improve manager skills in supporting people through change <input checked="" type="checkbox"/></p>	<p>mental health and wellbeing <input checked="" type="checkbox"/></p> <p>Mental Health having difficult conversations training available on People Anytime and Learning Academy <input checked="" type="checkbox"/></p> <p>Webinars on mental health from Samaritans, and Chief Officers delivered <input checked="" type="checkbox"/></p>	<p>help improve managing time and workloads.</p> <p>Further webinars on mental health and wellbeing subjects.</p> <p>More variety of eLearning development opportunities available.</p> <p>More tips and tools to help managers navigate difficult conversations.</p>
	<p>Employees can identify personal stress triggers</p>	<p>a. Through training, introduce employees to positive coping strategies, to recognise signs in themselves and others <input checked="" type="checkbox"/></p> <p>b. Provide mechanisms for peer support to colleagues <input checked="" type="checkbox"/></p> <p>c. Create a safe environment/physical space, which employees can access to promote self-care during the working day.</p>	<p>Mental Health First Aid Network launched <input checked="" type="checkbox"/></p> <p>Mental Health Suite of training available for all staff <input checked="" type="checkbox"/></p>	<p>Report to committee on Wellbeing Room for employees - space for safe environments.</p> <p>Continue discussions re tapping in to volunteering initiatives in our city's parks and gardens by joining 'Friends of ...' groups.</p>

			Delivered Building Resilience and Maintaining Wellbeing virtual session by SAMH <input checked="" type="checkbox"/>	
3.Improve awareness	Raise the profile of mental health issues and wellbeing in the workplace.	<p>a. Focus on awareness raising and improved access to wellbeing initiatives and mental health support in remote locations, i.e., where computer access is limited. Develop a communications plan for Functions/Clusters to ensure all staff groups are equally covered including all non-networked groups e.g., teachers <input checked="" type="checkbox"/></p> <p>b. Review Mental Health and Wellbeing in the Workplace Policy and develop Guidance (based on mental health core standards) <input checked="" type="checkbox"/></p> <p>c. Develop a communications plan to accompany the calendar of events and mental health pledge <input checked="" type="checkbox"/></p> <p>d. Improve disclosure by staff with mental health issues by developing options for employees to disclose in a way they feel comfortable.</p>	<p>Skillsets included in Continuous Review and Development (CR&amp;D) to support employee mental health and wellbeing <input checked="" type="checkbox"/></p> <p>Mental Health Training and opportunities communicated through Equalities Newsletters <input checked="" type="checkbox"/></p> <p>Mental Health Apps available on Mental Health pages on People Anytime and frontline workers</p>	<p>Work with Internal Communications and Engagement Team to develop a communications plan for all wellbeing initiatives to reach all venues and locations across the organisation.</p> <p>Improve and encourage disclosure of mental health issues by staff.</p> <p>Mental Health and Wellbeing workplace policy – decision to be Guidance and currently being redrafted.</p>

			<p>campaign leaflets <input checked="" type="checkbox"/></p> <p>Webinar delivered by CE endorsing Mental Health Action Plan and our commitment to improvement <input checked="" type="checkbox"/></p> <p>SamH eLearning for teachers and other staff working with young people available on Mental Health pages on People Anytime <input checked="" type="checkbox"/></p> <p>Deliver series of wellbeing webinars and virtual training sessions <input checked="" type="checkbox"/></p>	
	Managers are informed and open to	a. Promote effective people management through the development of manager behavioural standards <input checked="" type="checkbox"/>	Skillsets included in Continuous Review and	Further promotion around training and HSE Management Behaviour



	<p>conversations with staff.</p>	<p>b. Promote the completion and application of the HSE Management Behaviours questionnaire <input checked="" type="checkbox"/></p>	<p>Development (CR&amp;D) to support employee mental health and wellbeing <input checked="" type="checkbox"/></p> <p>HSE Management Behaviours questionnaire added to the People Anytime Mental Health and Wellbeing pages <input checked="" type="checkbox"/></p>	<p>Further dates to run QWL Risk Assessment training to be available for managers.</p> <p>More Stress Awareness for Managers virtual training sessions</p>
	<p>Employees look after their own wellbeing</p>	<p>a. Maintain personal wellbeing (physical and mental) and build personal resilience through training and calendar of events and through continued access to self-care wellbeing initiatives and increased promotion of health-related employee benefits <input checked="" type="checkbox"/></p> <p>b. Employees share details of mental health experiences, in ways they are comfortable with, as part of the calendar of events e.g., this could be through sharing anonymously via a blog.</p>	<p>Pilates and Yoga classes available onsite for staff <input checked="" type="checkbox"/></p> <p>Promotion of health-related employee benefits <input checked="" type="checkbox"/></p> <p>Personal Resilience training available for staff <input checked="" type="checkbox"/></p>	<p>Further development of mental health and wellbeing initiatives to improve physical and mental wellbeing.</p> <p>Development of interactive wellbeing pages on SharePoint where employees can post their own stories and comment on various initiatives available.</p> <p>More training on resilience, mindfulness and meditation</p>

			<p>Increased Suicide Awareness Training (delivered 1 ASIST– Applied Suicide Intervention Training) in October <input checked="" type="checkbox"/></p> <p>Advertised Self-Care apps, tea and talks, NHS pages Moodzone etc. on People Anytime Mental Health pages <input checked="" type="checkbox"/></p>	<p>techniques to help employees build up own self-care.</p> <p>Deliver further ASIST training.</p> <p>Deliver further Mental Health First Aider training</p>
4. Joined up approach	Organisation tackles the causes of workplace stress	<p>a. Develop a wellbeing plan (presented to SGC March 2019) to show holistic approach and reference mental health action plan <input checked="" type="checkbox"/></p> <p>b. Improve access and use of data relating to causes of psychological absence, improved benchmarking and learning from others.</p> <p>c. Improve the consistency of completion of Quality of Working Lives risk assessments, in particular</p>	<p>Quality of Working Lives Risk Assessment training delivered by Health and Safety Team <input checked="" type="checkbox"/></p> <p>Ongoing</p>	<p>Training to be made available on Quality of Working Lives Risk Assessments for use in return-to-work discussions.</p> <p>Continue working towards improving data recording reasons for absences and reporting on this.</p> <p>Improvement project to identify triggers.</p>

		<p>following Return to Work Discussions, through promotion, management training and joint working with the Health and Safety team (attach to any OHP referral) <input checked="" type="checkbox"/></p> <p>d. Explore triggers of stress which may occur through change or people processes and identify improvement actions to reduce stress.</p>		<p>Metrics on return-to-work discussions</p>
	<p>Plan work with "people in mind"</p>	<p>a. Explore the use of Wellness Action Plans / ALISS <input checked="" type="checkbox"/></p>	<p>Presentation from Link Practitioner delivered to raise awareness of new Links Approach to improving Mental Health <input checked="" type="checkbox"/></p>	<p>Further exploration of wellness action plans</p>
	<p>Employees take notice and support colleagues</p>	<p>a. Development of a culture of peer support through the culture change programme</p> <p>b. Development of a buddy programme for staff and put in place on an ongoing basis.</p> <p>c. Explore possibility of employees having an alternative person to speak to rather than own line manager. <input checked="" type="checkbox"/></p>	<p>Rollout of CR&amp;D commenced in December to all staff including skillsets around looking after each other at work <input checked="" type="checkbox"/></p>	<p>More MHFA to be trained and advertised targeting areas where little or no cover.</p> <p>Encourage MHFA to champion wellbeing in their local areas and to improve engagement and awareness throughout.</p>

		<p>d. Also explore the potential of having an advocate for those employees who may struggle to express how they feel</p>	<p>Mental Health First Aider Network launched <input checked="" type="checkbox"/></p> <p>Advertise 7 cups of tea with support Forums <input checked="" type="checkbox"/></p>	<p>Encourage employees to take virtual tea/coffee breaks to build support</p>
5.Support managers	<p>The organisation provides support and trains managers to identify, understand and address mental health factors in the workplace.</p>	<p>a. Develop mandatory online training for managers in supporting mental health in the workplace <input checked="" type="checkbox"/></p> <p>b. Train managers as Mental Health First Aiders in the workplace <input checked="" type="checkbox"/></p> <p>c. Upskill managers through additional development and awareness sessions, including peer support. Also, to ensure sharing of knowledge and experience between managers <input checked="" type="checkbox"/></p>	<p>Mentally Health Workplaces eLearning training available on OIL <input checked="" type="checkbox"/></p> <p>Mental Health First Aider courses delivered <input checked="" type="checkbox"/></p> <p>Line Managers offered Mental Health First Aid training <input checked="" type="checkbox"/></p> <p>Previously trained Mental Health First Aider staff offered</p>	<p>Further training delivered to increase the pool of Mental Health First Aiders across the organisation particularly where there is little or no cover currently.</p> <p>Encourage update for managers on various mental health training available.</p> <p>Further develop toolkits and sensitive conversations guides to help managers support their teams.</p> <p>Include Quality of Working Livers Risk Assessment training for managers</p>

			refresher training <input checked="" type="checkbox"/>	
	Employees engage with line managers	a. Employees encouraged to share experiences, to access support and highlight improvement areas via engagement activities promoted through line managers <input checked="" type="checkbox"/>	1 <sup>st</sup> Mental Health Awareness Week ran successfully in October 2019 with approx. 280 employees attending 28 events across the organisation <input checked="" type="checkbox"/>	Deliver 2 <sup>nd</sup> Mental Health Awareness Week in October 2021.  Plan and organise Mental Health Awareness Week in conjunction with NHS, AHSCP and 3 <sup>rd</sup> Sector colleagues.

## People and Organisational Development – ACC Staff Mental Health and Wellbeing Update – February 2021

### 1. Communications

To ensure that staff remained connected and informed during this potentially increasingly stressful time, online support, information and national campaigns were posted and included on our internal communications systems. This included a host of dedicated pages on our [People Anytime site](#) which is kept up-to-date with relevant information relating to the pandemic and on our intranet.

Along with this, regular updates including those from our Chief Executive are published on the Intranet and direct updates are sent to managers through the Leadership Forum and by email. This is to help disseminate the information across the organisation to all employees.

A **payslip alert** was also sent out to all staff who receive paper pay slips in the month of May to ensure that all our employees had the opportunity to know where to go to find this regularly updated information relating to all matters of mental health, wellbeing and information relating to their employment.

This included a lot of in-house policy and best working practice information as well as specialist information gathered from various trusted sources.

A physical communications campaign is also planned for the next phase to ensure we reach all our employees and especially those on the frontline who may not necessarily have access to online resources and who have been crucial to the continuation of public services during this period.

## 2. **Coronavirus Symptoms through to Testing**

Reading credible sources of information can help to avoid the fear and panic that misinformation can cause. It is therefore very important for all our employees to be able to find trustworthy information quickly and easily. To ensure they have the correct information, we have created pages on our website with the most up to date information on how to stay safe through to how to get tested.

## 3. **Symptoms and How to Stay Healthy**

We have pulled together a page with the symptoms for coronavirus and what to look out for including what to do if you suspect a household member has symptoms. There's also information on here on how to stay healthy and how to avoid catching coronavirus.

<https://peopleanytime.aberdeency.gov.uk/coronavirus-advice-for-employees/coronavirus-symptoms/>

## 4. **Underlying Medical Conditions**

We are advising those who are at an increased risk of severe illness from coronavirus to be especially careful in trying to follow physical distancing and shielding measures. This page includes links to the official guidance as well as links to specific policies for those required to take special leave during this time.

<https://peopleanytime.aberdeency.gov.uk/coronavirus-advice-for-employees/coronavirus-at-risk/>

## 5. Self-Isolation

Employees may be required to self-isolate for several reasons which include, having symptoms themselves, living with someone with symptoms or being contacted by a contact tracer because they have been in contact with someone who has tested positive for the virus. We have therefore pulled together this page with all the information employees will need to know.

<https://peopleanytime.aberdeency.gov.uk/coronavirus-advice-for-employees/self-isolation-2/>

## 6. Test and Protect – Covid-19 Testing

We have a system in place to make testing of our employees quick and easy with full information available on how to access this on our People Anytime site. Work has been carried out in-house to contact managers and staff who are recorded as self-isolating to encourage them to get tested quickly.

<https://peopleanytime.aberdeency.gov.uk/coronavirus-advice-for-employees/coronavirus-testing-workers/>

## 7. **Mental Health Support for Employees**





As well as the usual types of health and wellbeing support being in place, additional initiatives have been added to support employee's overall wellbeing during this time. These included:

8. [Time for Talking – Employee Assistance Service](#)

Online and Telephone Counselling Sessions were introduced due to the coronavirus lockdown which meant face to face sessions had to be suspended. These online and over the phone consultations are open to all staff to access, 24 hours a day, 7 days a week, 365 days a year. Call FREE on **0800 970 3980** or go to the website for the online chat by clicking on the image below:

9. [Mental Health First Aid Network](#)

We currently have 72 Mental Health First Aiders across the organisation providing a support service to employees who may be struggling during the lockdown. Contact details were updated on the People Anytime site so that employees could continue to use this service via Teams/Email or telephone.

Our Mental Health First Aiders have been taking a proactive role to keep in touch with their colleagues and have been sharing information regarding staying well during the pandemic outbreak.

Face to face training is planned to recommence at Aberdeen College and we will continue to grow this service across the organisation over the coming year.

<https://peopleanytime.aberdeencity.gov.uk/mental-health-mental-health-first-aider-contacts/>

## 10. Health and Wellbeing Blogs

Regular health and wellbeing blogs based on the “5 ways to wellbeing” theme have been communicated to the organisation throughout the pandemic via the new Intranet as well as by email to Managers where staff do not readily have access the intranet to help disseminate the information and messages.

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## 11. Mental Health Specialists

Links for employees to easily find professional advice and support services are available on [People Anytime](#) and include the following:

[Breathing Space](#) - is a free, confidential phone and web-based service for people in Scotland experiencing low mood, depression or anxiety.

[Psychological Resilience Hub](#) - offers a support mechanism for any member of staff or the public who may feel overwhelmed, upset or personally affected by the current situation.

[Ready Scotland](#) - has lots of sources of useful information to help you stay safe and well during the outbreak.

[Samaritans](#) – created a coronavirus hub with practical information and advice on how people can look after their wellbeing and support one another during this time.

[SamH](#) - created additional pages on their website dedicated to COVID-19 and mental wellbeing.

[NHS Inform](#) – mental wellbeing top tips to keep you well.

## 12. Campaign Alerts

- The team has kept abreast on all the various campaigns that have been coming out during the pandemic to ensure employees are aware of these. They have been communicated across the organisation using regular blog updates, adverts on the People Anytime site and direct emails. The campaigns included are:

**Scottish Governments Mental Health Campaign** - <https://clearyourhead.scot/>

- **Gov.UK** – [mental health and wellbeing advice during coronavirus outbreak](#)

**Grampian Coronavirus Assistance Hub** - <https://gcah.org.uk/>

**Mental Health Awareness Week Campaign** –18 – 24 May 2020 – Theme: *Kindness Matters* <https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week>

## 13. “Your Mental Health and Wellbeing Matters” - Staff Survey

To help us gauge how staff are coping and to allow us to target wellbeing interventions, we created an online staff survey to collect data from our employees.

94 members of staff have completed the survey to-date and we are analysing the responses as they come in to help us shape our communications and initiatives and to provide the required support as we move through this.

Whilst most staff who have completed the survey indicate they are working well from home, there are some who are struggling. Using this data, we will build further on the support that is currently available and we will work with managers to help identify solutions and provide support where appropriate to some of these issues.

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Reduced commuter time, feeling safer about coronavirus and having quiet to do work are the top three benefits identified from working from home, some staff are finding it difficult to separate work life from home life, finding a physical space to set up or are struggling with technology issues.

A programme of work has already been established to address the issues staff are facing with technology and physical equipment is also being made available to employees to help them set up a more comfortable working space.

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To complete and submit the survey, click on the link below:

[https://forms.office.com/Pages/ResponsePage.aspx?id=aw-pJD2\\_E02ip4k2nOs164uKh24uOrpCm4UMwaLw2-1UOFM3UzZLSFQyV0xaWUZHMzRYQ0U3Q0NDNy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=aw-pJD2_E02ip4k2nOs164uKh24uOrpCm4UMwaLw2-1UOFM3UzZLSFQyV0xaWUZHMzRYQ0U3Q0NDNy4u)

## 14. Online Apps to Help Reduce Anxiety

We realise that it's not a "one size fits all" when it comes to looking after your wellbeing so we sourced several FREE useful apps to help employees relax and stay calm during the pandemic and these can be found advertised on our [People Anytime](#) pages.

<p>It has breathing exercises to help you reduce anxiety, online yoga and a 5-minute workout to help you keep well during self-isolation.</p>	<p>Headspace is a start-up with one simple goal: Make meditation accessible to everyone. It does this through a smartphone app full of "guided meditations" — audio sessions where one of the company's co-creators leads listeners on a journey of contemplation.</p>	<p>Try Simple Habit for free today and join over 5 million people on this life-changing journey. Sleep better and be happier in your life, marriage, parenthood, work, and health.</p>	<p>Calm, named the 2017 iPhone app of the year by Apple itself, promises to help users sleep better, boost confidence and reduce stress and anxiety, all with the help of guided</p>	<p>What's Up is an app designed to provide helpful tools for managing depression. The app is based on principles of Cognitive Behaviour Therapy (CBT) and includes multiple features ...</p>

			meditations, soothing music, and bedtime stories.	
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## 15. Suicide Prevention

World Suicide Prevention day is on Thursday 10 September 2020 and the theme this year is “Working together to Prevent Suicide”. The statistics tell us that at any time 1 in 20 people could be having suicidal thoughts. We have therefore partnered with SAMH to deliver an awareness raising campaign on this subject.

A webinar session took place on Wednesday 26 August 2020 to impart some key information to the audience on the signs to look out for and how to have open conversations with employees who might be displaying the signs.

The webinar and a series of short videos provided by the NHS (**Ask, Tell, Save a Life**) are hosted on our [People Anytime Mental Health Skills and Training page](#) for staff to undertake to gain an understanding of the signs to look out for and how to have courageous conversations on the subject of suicide prevention.

We also have further information on our [People Anytime Mental Health pages](#) on this subject as well as signposting to the Preventing Suicide North East Scotland app which can be accessed by clicking on the icon.

## 16. Mental Health Awareness Webinars and Training

Our partnership with SAMH helped us to deliver 4 online interactive sessions on raising Mental Health awareness with employees and managers. The 4 webinar style sessions commenced on 19 August 2020 and

continue through to 9 September to complement and promote World Suicide Prevention Day on Thursday 10 September 2020 and included:

**Session 1** – Mental Health Awareness (Webinar)

**Session 2** – An introduction to Suicide Prevention (Webinar)

**Session 3** – Having Effective Conversations (Webinar)

**Session 4** – Mental Health Workplaces with Practical Exercises (content derived from feedback from participants in webinars 1, 2 and 3) (Webinar)

**Course 1** – Maintaining Wellbeing (Virtual Teams Based Learning)

**Course 2** – Building Resilience (Virtual Teams Based Learning)

Page Break

## 17. [Alcohol and Substance Advice](#)

- Information campaigns and services to educate staff to stay aware of moderation and abstinence during the lockdown.

[Alcohol Advice](#)

[Drug Advice](#)

[Tobacco Advice](#)

[One Year No Beer](#)

## 18. [Domestic Abuse Guidance](#)

Due to the spread of Covid-19 those who can work from have been doing so. We currently have 3399 employees working from home. This does however create specific challenges and potential risks for those members of staff who are experiencing domestic abuse in the home setting not only for themselves but also for their children and young people.



We have updated our guidance to help support staff during this time which included some key messaging about creating a safe phrase to use with your managers and colleagues should you be in imminent danger and have communicated and advertised this information on our [People Anytime](#) site.

## 19. **Home Working and Staying Healthy**

As many staff are working from home and using temporary display screen equipment set ups in their homes, information relating to setting up your equipment safely and how to stretch and exercise throughout the day was posted on People Anytime and included the following tips:

- [Workstation Exercises](#)
- [Tips on Working from Home](#)

There's further information and best practices on our People Anytime pages too to help staff get the most out of working from home during this time:

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/getting-the-most-out-of-working-from-home/>

## 20. **Staying Safe at Work**

There are many employees still working in frontline services who have had to remain onsite during the coronavirus outbreak. Having to continue to go into the workplace can add to the stresses and leave employees feeling worried about their safety. To ensure employees are knowledgeable about how to protect themselves from catching coronavirus, we have created a page on how to protect your workspace and stay safe during working hours. This will help to alleviate some of the additional concerns around safety as they continue to attend work during this time.

<https://peopleanytime.aberdeency.gov.uk/coronavirus-advice-for-employees/coronavirus-staying-safe-while-working/>

21. **Physical Health Campaigns**

22. **NHS Online**

Exercise sessions sourced from NHS Inform which included, Yoga and Pilates were posted on People Anytime to encourage employees to try out these gentle forms of stretching exercises to keep fit at home during the lockdown:

[NHS Inform](#) – advice on keeping active.

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23. **Pilates**

Our onsite Pilates instructor Jenni Auld (Addison), is running online classes through Facebook for anyone to join in. To access the site, employees just need to send her a message and she will get them added in [jenni.addison@hotmail.co.uk](mailto:jenni.addison@hotmail.co.uk)

24. **Online Learning – Personal Development**

Many of our colleagues had been sent home due to their service not being able to perform their regular duties during the lockdown and this presented a great opportunity for employees to do a little self-development during this time. Several online courses were sourced to specifically help staff adjust to the new ways of working from

home as well as to help raise awareness of mental health issues, reduce anxiety and build personal resilience. These included:

**eLearning From North East Scotland College:**

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**Part I – Awareness**


- What is mental health?
- Causes, effects and impact.
- What is stress?
- Resilience
- Understanding anxiety and depression

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**Part II – Proactive Approach**

- Listening Skills
- Resources

**Part III – Self-Help**

-  Help to deal with stress, anxiety and depression.

**Online Learning from SamH:**

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**Online Learning from Other Sources:**

Free online courses available	A range of professional learning resources you can access from home – most are free, and some come with certification	Is coronavirus affecting your education or work? Explore online courses to continue studying, build professional skills, and connect with experts.

There is also the usual host of other online learning materials around mental health awareness available on our People Anytime pages covering the following subjects:

- [Mental Health eLearning for Teachers](#) – developed by SamH.
- [See Me in Work eLearning training](#) – developed by See Me Scotland
- [Understanding Sleep eLearning Training](#) developed by the Royal Society of Public Health

<https://peopleanytime.aberdeencity.gov.uk/popular-pages/mental-health-and-wellbeing/mental-health/mental-health-skills-training/>

And further courses hosted on our [OIL site](#) covering the following subjects:

- Mentally Healthy Workplaces eLearning
- Ask, Tell, Save a Life – online learning clips on Suicide Prevention.
- Alcohol and Drugs in the Workplace eLearning
- Stress Awareness for Managers eLearning

A full range of other training is also available on our [People Development pages on People Anytime.](#)

## 25. **Employee Frequently Asked Questions**

There is a section for employees frequently asked questions that have been collated from various sources published on People Anytime including information about pay and leave here:

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/coronavirus-pay-and-annual-leave/>

## 26. **Annual Leave**

It is important for staff to take annual leave during this time to help maintain good resilience and improve mental wellbeing and work-life balance. We have issued information to encourage and remind staff to do this and asked managers to be proactively encouraging staff to take a break.

Further information on annual leave can be found on our People Anytime site:

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/coronavirus-pay-and-annual-leave/>

## 27. **Financial Support**

It is important for our overall mental wellbeing to have as much support available to employees during this time on financial matters. We have created a page signposting employee's to relevant sites for anyone who might find themselves or their families struggling:

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/coronavirus-financial-support/>

There's also information regarding casual worker payments too which can be found on our [People Anytime](#) pages.

## 28. **Manager's Guidance**

There is a full page dedicated to advice for managers including information on recording absence on CoreHR, advice from COSLA, symptoms and protecting vulnerable people, working from home and alternative arrangements, pay and leave, annual leave, temporary movement of staff, childcare, teachers' information, agency workers and a vast list of frequently asked questions available on our People Anytime site here:

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/coronavirus-managers-guidance/>

## 29. Supporting Your Teams - 1-2-1's and Regular Contact

Communications from the Chief Executive, People Anytime pages and Mental Health and Wellbeing blogs are being disseminated to give managers the appropriate tools to support their teams' mental wellbeing during this time. The information includes lot of good practices on having successful 1-2-1s, compassionate conversations and building open relationships within your teams. There's also various links to council policies to help managers support their staff during this time.

There is also support available to staff for childcare - the use of special leave in a flexible way can help to reduce stress and anxiety with having to juggle work and childcare arrangements.

Proactive support is also being delivered by our P&O Advisors who have contacted managers directly to see if they have all the guidance they need.

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/managers-guide-to-supporting-mental-health/>

## 30. Operational Updates

Regular operational updates have been included on our People Anytime site to help keep the organisation abreast of the ever-changing landscape. This ensures staff are kept up to date with any changes to the organisation as quickly as they happen.

<https://peopleanytime.aberdeencity.gov.uk/coronavirus-advice-for-employees/coronavirus-financial-support/>

## 31. Mental Health Awareness and Conversation Skills for Managers Webinar

Through our partnership with SamH, we have delivered an online interactive webinar to the Leadership Forum on Mental Health Awareness. The webinar included practical sessions with tips on how to have compassionate conversations with employees to ensure the correct support is available to everyone on matters relating to mental health. The session was recorded and is available for everyone who could not take part on the day.

### 32. [Frontline Workers Awareness and Support Campaign](#)

We have created a leaflet to be distributed to all frontline employees (waste, grounds, roads, cleaning/catering etc.) who do not normally have access to online communications to ensure that the information and vital support available to employees reaches this crucial sector of the workforce. This will take the form of a physical campaign and will include information relating to financial wellbeing and where to find support if you are struggling.

### 33. [Mental Health First Aid Training](#)

Our face-to-face training programme for Mental Health First Aiders is planned to resume in 2021 to build on the numbers we currently have and increase the cover across the organisation to support our employees and managers.

### 34. [Mental Health Champions Network](#)

We are working on rolling out a network of mental health champions across the organisation to take forward and promote good mental health practices across the organisation. The champions will be key to disseminating and displaying relevant information about initiatives and support that is available



to employees across the organisation. Champions will receive appropriate specific training on the subject and will form a branch of the Mental Health Action Group.

YOU'VE BEEN LOOKING AFTER OUR CITY, SO WE WANT TO LOOK AFTER YOU!



You've been looking after our City, so we want to look after you!

Due to the nature of your work, it's often harder for us to reach you compared to your office based colleagues so we've put together this flyer to signpost you to all the relevant information and support services that are available should you need them.

There's lots of information relating to the coronavirus outbreak on our People Anytime site including details about how to get tested, tips on how to look after yourself, information about annual leave, pay and lots more. Just type the following URL into your browser from any device: <https://peopleanytime.aberdeencity.gov.uk>

**Time for Talking (Employee Assistance Service)**

Our employee assistance service, Time for Talking, offers you a FREE confidential helpline for advice, psychological guidance and emotional support. They can offer you individual counselling, over the phone should you need it. This service is open to you or any member of your household over the age of 16. Just give them a call on **0800 970 3980** or go to <https://www.timefortalking.co.uk/> to contact them online.

**Our internal network of Mental Health First Aiders (MHFA's) are also available to offer support.**

Their purpose is to be a point of contact if you are experiencing emotional distress or suffering in silence with mental health problems, such as stress, anxiety or depression. MHFA's are trained to listen and can help you to find the right support. They are spread across the organisation and you can contact anyone from the extensive list on the back of this flyer. Alternatively, you can contact **Fiona Lindsay**, Mental Health and Wellbeing Adviser on **01224 522165** to find appropriate support.



**Self Development**

We've created a suite of training opportunities to help raise awareness of mental health across the organisation. There's a variety of sessions available which will help you to develop the necessary skills and knowledge to support yourselves and your colleagues. We recommend that all employees undertake our series of online mental health webinars which are delivered in partnership with SAMH (Scottish Association for Mental Health) and which will give you a wide and clear understanding of this important subject. You can find these sessions and much more by typing the following URL into your browser:

<https://tinyurl.com/y24qqj16>

**Financial Support**

If you're experiencing financial difficulties, check our pages for support and advice <https://tinyurl.com/y393bzhr>

Check out the **Don't Stay on Mute Campaign** on YouTube and Talk to Your Trade Union Rep for further support



**Domestic Abuse**

For anyone experiencing domestic abuse, ACC has created guidance to support you which you can find on <https://tinyurl.com/y33jxcf4> and further advice as a citizen can be found here - <https://tinyurl.com/y5fujleg>

**Chaplaincy Counselling Service**

Also available is the confidential Council Chaplaincy service, all cultural or belief, including no religious belief backgrounds can access this counselling service.

Please contact **Ron Flett** on **07508 654423** or [ron.flett@wpccscotland.co.uk](mailto:ron.flett@wpccscotland.co.uk)

**Mental Health First Aider - Contacts List**

AHS CP		CUSTOMER	
Carol Bruce	01224 812936	Alison Allan	01224 489519
Hilary Ewen	01224 264045	Ann Campbell	07901 512938
Norma Henderson	01224 523588	Hamish Cattanach	01224 523638
Melissa McPhee	07834 933036	Debbie Cormack	01224 346890
Kerry Riley	01224 264046	Wendy Coutts	01224 647594
Freda Smith	01224 812923	Jim Currie	01224 523278
Amanda Watson	01224 812924	Graham Donald	07917305803
		Mark Duncan	01224 523662
COMMISSIONING		John Duthie	01224 219357
Suzanne Douglas	07824 434086	Brogan Elrick	01224 346214
Anthony Edwards	07470 445687	Phil Evans	01224 387644
Oluwatoyin Fatokun	01224 522479	Stella Evans	01224 522072
Kathryn Hossack	07870487949	Amanda Gale	01224 346122
OPERATIONS		Alice Findlay	01224 523445
Gary Aiken	01224 489318	Lynette Grant	01224 523133
Susannah Balducci	01224 522492	Fiona Hailstones	01224 523529
Samantha Bull	01224 523734	Anna Kruhlik	01224 489539
James Byres	07825 827162	Naomi Laing	01224 346271
Neil Carsey	07709460981	Allan MacCreadie	01224 346070
David Craig	07554 700266	Madeleine MacSween	01224 522482
Euan Davidson	07565 023835	Baldeep McGarry	01224 523014
Ronald Fernie	07770 888587	David Oswald	01224 652515
Julia Forbes Forbes	01224 489485	Elizabeth-Anne Ponting	01224 387621
Katy Joy Goodall	01224 522427	Bex Reid	01224 523296
Cherry Lawson	01224 482293	Bernadette Prescott	01224 523820
Elisabeth Kaup	01224 589251 (Harlaw)	Laura Rogers	01224 346473
	01224 241720 (Lochside)	Lorraine Stewart	07917 424732
	01224 492855 (St Machar)	Valerie Taylor	01224 522974
Scott Menhnick	07769 641551	GOVERNANCE	
Billy Nicol	01224 522864	Gordon McDade	01224 346453
Jim Nicol	01224 387637	RESOURCES	
Norman Rose	07764 810689	Aileen Duncan	01224 346370
Daniel Shand	07342 068749	Sean Ewing	01224 346272
Steven Shaw	01224 387630	Paul Hewitt	01224 346359
Craig Sutherland	01224 522764	Fiona Lindsay	01224 522165
Charles Swift	01224 241635	Callum Stewart	01224 264154
Neil Watson	07721 582278	Hayleigh Weldon	01224 264188
Andrea Whiteside	01224 764745		
Simon Whitworth	07785 951052		
Paul Williams	07519 057054		
Simon Wishart	07789 654170		

Finally, "my thanks to each and every one of you for the invaluable contribution you have made to our local response to a global pandemic." Angela Scott Chief Executive

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**Thank you all!**



