



**Dr Shaun Davis,
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Royal Mail**



Because **healthy minds** matter



Promoting Staff Wellbeing to Prevent and Manage Sickness and Stress in the Workplace

Dr Shaun Davis

Global Director of Safety, Health, Wellbeing & Sustainability

Royal Mail Group



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Royal Mail Group

- A global business operating in highly competitive, regulated market.
- Delivering to 29 million addresses – six days per week.
- 50,000 vehicles in the fleet.
- 142,000 in the workforce.
- 82% male / 18% female.
- A very proud, historic and deep rooted culture spanning 500 years.
- Privatised in 2013.



Because Healthy Minds Matter

The data is compelling

- **1 in 4** adults experience at least one diagnosable mental health condition in any given year.
- Mental ill-health is one of the leading causes of illness for our people at Royal Mail.
- Many of our employees are parents. Therefore likely to be impacted by the rise in mental health problems in young people. Admissions to hospital due to self harm have **increased by 68% in 10 years** (Source: Young Minds).
- Our employees should feel that they are able to talk about their mental health. Just **11% of people feel able to disclose a mental health issue** to their line manager (Source: Business In The Community).
- Royal Mail is committed to supporting mental health with a five year strategy led by the Occupational Health and Wellbeing Team and sponsored by Dr Shaun Davis.



The data is compelling

- The strategy is benchmarked against external models such as Mind Charity, Business in the Community (BITC) and our charity partners, to improve the lives of those affected by mental health.
- The data is compelling in terms of the commercial requirement to maximise our employee attendance and our corporate social responsibility. Fundamentally, at the heart of this strategy, is the aim to improve the wellbeing of today's employees and deliver a stronger workforce for the future.
- Within Royal Mail mental health was the largest absence category of all long-term sickness absence during 2017/18.
- Preventative action and early intervention are the most effective ways to support mental health. Many people remain in work whilst experiencing mental health and so awareness and support are vital along with reactive support to assist employees returning to work.
- Our focus will combine both business-wide programmes and local activity to include leading on and piloting activity and programmes to support healthy minds.



Our commitment to mental health

- Strong, CEO led, commitment to mental health support.
- Strong partnerships with our Unions.
- Strong partnerships with external bodies and charities.
- Visible commitment to mental health partnerships “walking the talk”.
- The Time to Change pledge.
- A very visible health and wellbeing ‘brand’ identity in “Feeling First Class” and “First Class Support” (EAP).
- A specific mental health programme.

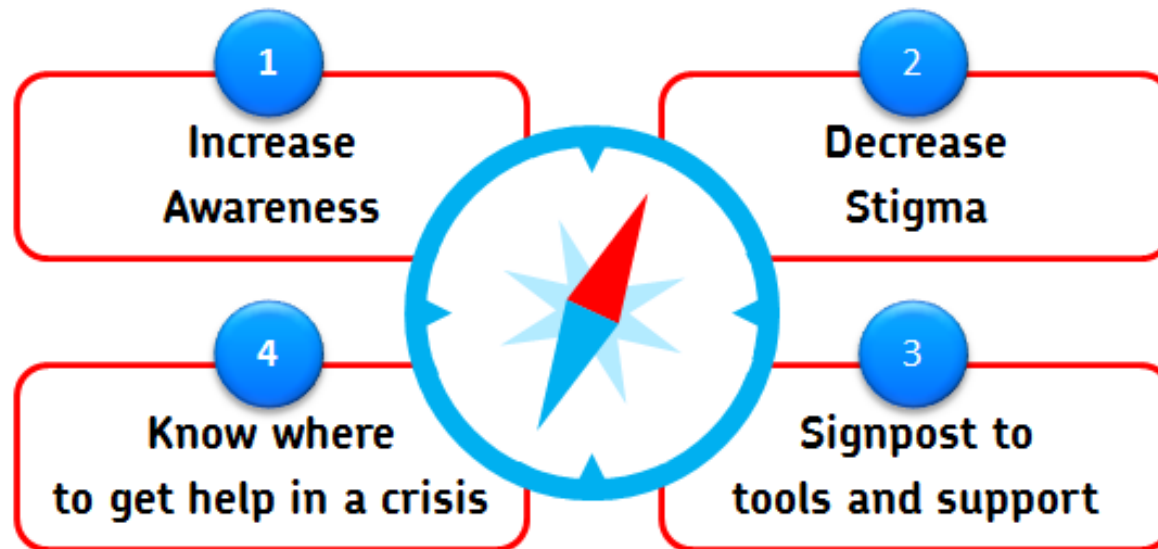


Because Healthy Minds Matter

Our strategy in a nutshell

Plan for success:

1. **Increase Awareness** - Develop and build awareness amongst our workforce at all levels.
2. **Decrease Stigma** – Work towards a culture where mental health can be discussed.
3. **Tools** - Signpost to tools and support.
4. **What to do in a crisis** – Ensure we are all clear on where to get support in a crisis, for ourselves and others.



ACT

Three simple steps that could help to start making things better.

Acknowledge

If you or someone close to you isn't their "usual" self.

Communicate

If you are not feeling okay speak to someone about it. If you are worried about someone else, ask them if they are okay and encourage them to talk and take time to listen.

Take Action

Find out what support is available and encourage others to do the same.

ACT and things can start to get better.



Since October 2017 we have...

- ✓ Launched the five-year strategy and underpinning plan 'Because Healthy Minds Matter';
- ✓ Completed stakeholder and union engagement across the organisation;
- ✓ Multi-media mental health campaigns;
- ✓ The 'Because Healthy Minds Matter' e-learning has been completed by 9,500 managers;
- ✓ 'Because Healthy Minds Matter' e-learning has been adapted and added to our Feeling First Class Portal for all our employees to access;
- ✓ Mental Health support z-cards sent into all units;
- ✓ Mental Health Ambassador Pilot of 130 ambassadors;
- ✓ Set up a Mental Health Advisory Board to share updates and review plan progress;
- ✓ Further promotion of 24/7 First Class Support helpline and direct access to counselling;
- ✓ Mental Health First Aid Awareness one day course (1,350 attendees to date); and
- ✓ Corporate Responsibility and Community Investment 'Everyday People' video and other integrated activity working with our mental health charity partnerships.



2019 sees further progress on our Mental Health (MH) plan.

- Continued Suicide Prevention Awareness;
- Further promotion of 24/7 First Class Support and direct access to counselling;
- MH Awareness Week and World MH Day campaigns;
- MHFA course extended to 5,500 Physical First Aiders and in-house trainers are accredited to deliver the course;
- MH manager e-learning to be included in the new manager induction;
- Technology, a move towards MH support and signposting via the colleague app;
- Two further manager tools in design linked to supporting employees through organisational change and education on our people policies and mental health; and
- The addition of a MH question in our annual Employee Engagement survey.
- Offer input to external mental health research.



Mental Health Ambassador Pilot

As part of our comprehensive five-year mental health strategy and plan we have launched a Mental Health (MH) Ambassador Programme Pilot which ran from February to July 2018.

Mental Health Ambassadors will support our MH aims by:

- Creating an engaged network of pilot local MH Ambassadors.
- Peer to peer signposting support.
- Contribute to raising awareness and normalising MH conversations.
- Help improve internal education and signpost to support services increasing usage.
- As part of the broader MH work help to reduce the number of staff absent due to MH conditions.



Attributes of an Ambassador

- May have had experience of a MH condition;
- Have an open and non-judgmental attitude;
- Have a positive, patient and tolerant approach towards people with MH conditions;
- Are a positive role model;
- Behave in a professional, confidential and inclusive manner at all times;
- Receive updates, information from Group Occupational Health & Wellbeing via a portal or email;
- Opportunity for a wide selection of roles to be involved including workplace coaches and union safety representatives; and
- Deliver the role with support from local management.



Mental Health Ambassador role

The role activity is to raise awareness and signposting.

- Advocate. Share the role of an ambassador (what is and is not part of the role) information with unit leaders and gain their support;
- Support. Work with colleagues and managers locally to signpost colleagues to central support and tools;
- Local external knowledge. Signpost people to external local mental health support e.g. our charity partners Mind, Mental Health UK and Action for Children
- Promote. Share agreed information on noticeboards and with local manager support via local and functional team meetings;
- Talk. Encourage others to normalise conversations about MH; and
- Role model. Be a role model and champion MH support locally.



What's not included in the role?

It is very important that we are clear on what is not included in the role:

- We all have full time roles in the business.
- This is not a counselling service.
- The role is to signpost to the support available where colleagues will receive appropriate and qualified support.
- Listening to what is said followed by clear signposting is key, not asking lots of follow-up questions.
- Ambassador's must not involve themselves in individual cases. Existing processes are in place as well as escalation channels if there are concerns.
- Successful ambassadors will work within the parameters of the role.



Examples of good ambassador activity

- ✓ Update operational leaders with role information, parameters and activity. Identify and agree regular 'catch up' opportunities.
- ✓ Raise Mental Health Awareness by attending local team meetings and share information.
- ✓ Engage and involve trade union reps.
- ✓ Utilise existing materials via health and wellbeing intranet pages and ambassador portal.
- ✓ Design noticeboards with relevant mental health content and ambassador details.
- ✓ Set up a local MH ambassadors WhatsApp group or similar and share best practice.
- ✓ Ongoing signposting of the Feeling First Class portal and First Class Support helpline which offers colleagues a direct and fully confidential route to counselling.
- ✓ Promote the link between physical and mental health.
- ✓ Engage in local fundraising for charity partners and Rowland Hill Fund.
- ✓ Hold and distribute appropriate support materials – e.g. mental health z cards.
- ✓ Share success stories to offer encouragement for others to 'take the first step'.
- ✓ Consider remote or isolated workers.



The Ambassador Community Portal

- Start a discussion, ask a question or share best practice with other ambassadors.
- Access 'The role of an ambassador' guide.
- Useful links to share with colleagues, including internal and external support services.
- Various resources and materials.
- Details of future catch up calls.
- Ambassador contact details.
- Health & Wellbeing Team contact details.

Feeling First Class | Support
0800 6777 888 24/7 for Royal Mail employees
www.rmfirstclasssupport.co.uk

Rowland Hill Fund
Helping each other in times of need

Confidential Helpline
0800 688 8777
Select Option 1 then Option 4

SAMARITANS
FREEPHONE 116 123

xxTH APRIL 2018 14:00-15:00
0800 0121 445
PASSCODE: 7141618#

Everyday People
Everyday People

Contacts
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07738311368

Resources
Ambassador Guide
Mental Health Z-Card
Mental Health eLearning Access Instructions
Remploy MHSS Leaflet
Ambassador Contact Details

Useful Links
Feeling First Class Portal
Feeling First Class - Mental Health
Feeling First Class - Stress
Find your local Mind contact

In an emergency call 999 (9 for an outside line if on Royal Mail Group property)

Because healthy minds matter

Welcome to the Mental Health ambassador portal. Ask a question or share your feedback...

Discussion List
Search...

+ new discussion
Recent What's hot My discussions ...

There are no items to show in this view of the "Discussions List" discussion board.



Because Healthy Minds Matter

Preventing and Managing Stress in the Workplace

October 2016

- Launched the Stress Toolkit, containing a number of support interventions to aid a manager in understanding and addressing stress at work:
 - The Preventing and Managing Stress Guide and Flow Chart;
 - Guided Conversation for Stress (Individual Stress Risk Assessment); and
 - Online Stress Tool (35 question assessment based on HSE management standards for stress).
- Aim of minimising the risk of individual stress-related illness or injury by focusing on the HSE six workplace stressors: Change, Support, Demand, Role, Relationships, Control.

February 2019

- Introduce Group Survey Stress Risk Assessment (trial before national launch).
- Give workplaces the ability to identify level of workplace stress through aggregated individual surveys.
- Analysis of results; two way discussion with employees and other stakeholders; and an agreed action plan will improve the prevention and management of stress in the workplace.



Signposting to support

- **First Class Support:** www.rmgfirstclasssupport.co.uk (0800 6888777) offering **24/7 free and confidential employee assistance**, manager coaching and **direct self-serve access to counselling treatment for employees**.
- **Manager referred counselling** can also be accessed for team members via an occupational health referral.
- **Feeling First Class - Mental Health for access to:** Internal and external mental health support services and guides; Mental Health Awareness course (information and link to SuccessFactors); Toolkit for managers (booklets, posters, advice and promotional material); and five Mental Health Foundation Videos.
- **Feeling First Class – Stress:** details of the Online Stress Tool, Stress Guidance and supporting distressed employees as well as a Stress Toolkit for managers.
- **Feeling First Class wellbeing website:** www.feelingfirstclass.co.uk (use code FFC1 to register) for proactive physical and mental health advice and content as well as the Lifestyle Assessment, Online Stress Tool and access to the [‘Because Healthy Minds Matter’](#) mental health awareness e-learning. You can also download the Feeling First Class app from both iTunes and the Google Play store.
- **Rowland Hill Fund:** 0345 6004586 www.rowlandhillfund.org offering financial aid to colleagues, pensioners and their families in times of need.
- **Neyber:** Through My Bundle’s Financial Wellbeing option you can access debt consolidation loans and financial education. Log into My Bundle through PSP or visit mybundle.myroyalmail.com.
- **Stepchange:** Offering expert, tailored advice and practical solutions to problem debt, contact the UK’s leading debt charity on 0800 138 1111 or visit www.stepchange.org.
- **For urgent support in a crisis:** Call the Samaritans on 116 123 (open 24/7) or in a suicide or other emergency situation ring 999 (9999 from a Royal Mail Landline).

If you are worried that someone is at immediate risk of taking their own life you should stay with that person and take one of the following steps:

- Encourage them to call the 24/7 phone line Feeling First Class Support or the Samaritans on 116 123 (open 24/7).
- Contact their GP for an emergency appointment or the out of hours support service.
- Call their Community Mental Health Team (CMHT) if they have one.
- Ring 999 (*9999 from a Royal Mail Landline*), NHS direct (111) or go to the nearest Accident and Emergency (A&E) department.



External recognition

Royal Mail recognised for it's 'courageous' mental health strategy



Dr Shaun Davis receiving the 'Mental Health Initiative of the Year' award at the Workplace Savings and Benefits Awards 2018.



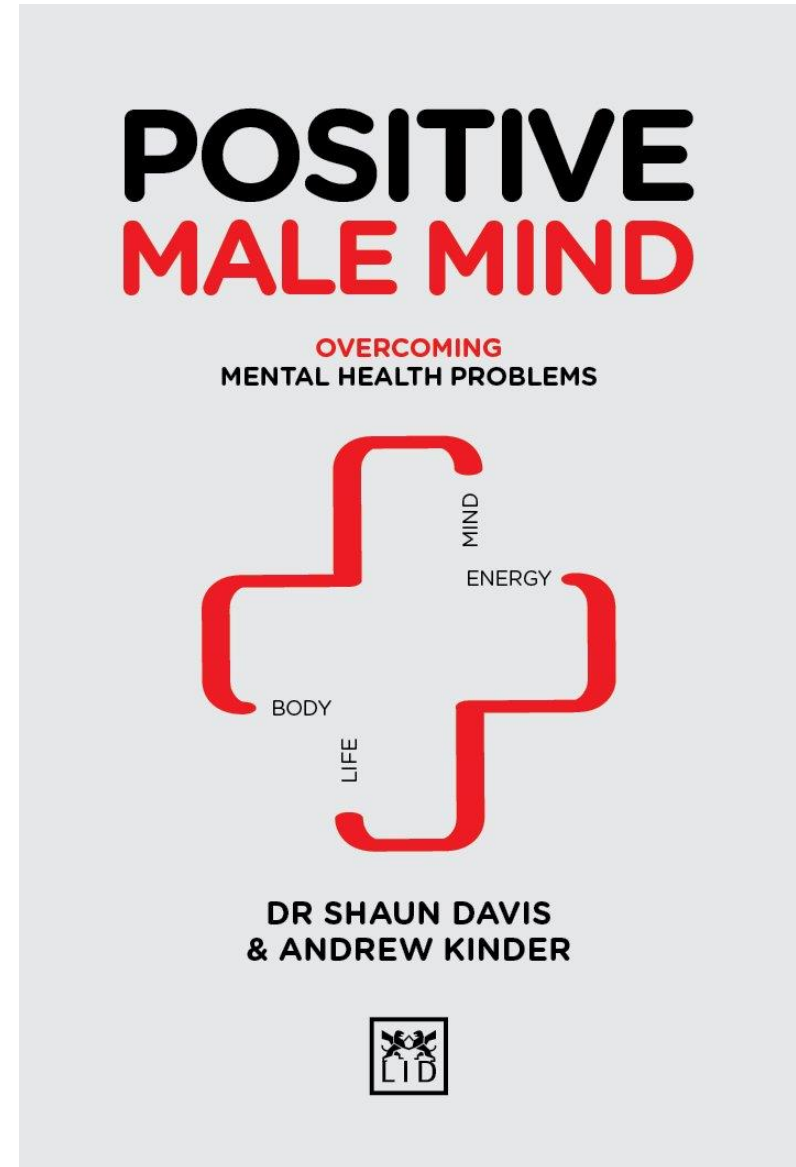
Because Healthy Minds Matter

Positive Male Mind

- Launched in September 2018.
- Widely accepted that men are less likely to seek help.
- Building on the progressive movement of supporting men, whether that be from the point of view of a partner, friend, family member or colleague,
- Provides insight, advice, and tips at a practical level to make men's mental much more positive.
- Sales benefit Action for Children and Royal Mail Group's in house charity, the Rowland Hill Fund.



Because Healthy Minds Matter



Everyday People Video

Everyday People

A poem written and performed by
Matt Windle - Birmingham Poet Laureate

Link: <https://www.youtube.com/watch?v=j8RCFtTQ-xE>



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