Wellbeing Guide

Bringing together all things wellbeing so you know what is available to support you and your teams.

Cheshire East Council

Wellbeing Support

Employee Assistance Programme (EAP)

Service provided on behalf of Cheshire East Council by Vita Health Group, staff can access free, confidential advice and support if they are feeling stressed, worried about money or need someone to talk to.

- Services provided include - general information
- telephone counselling
- face to face counselling
- help with financial or emotional worries
- help with stress

Confidential helpline: 0800 1116 387 (available 24 hours a day, 365 days a year). Quote 'Cheshire East' for access

Online: WorkplaceWellness (Organisation code: Cheshirewell)

Wellbeing Support

EAP Manager Support Line

The manager support line is a dedicated helpline for managers, to give you coaching support, whether that's to work through a difficult issue, help you cope with change and manage your teams through it or to support your own wellbeing.

The confidential coaches can help you to:

- Respond to work pressure positively
- Support you with conflict management
- Give you team management hints and tips
- Help you to support diversity in the workplace
- Be a positive manager of change
- Role play a difficult conversation you may need to have
- Recognise the signs of stress

Call the free, confidential helpline on 0800 111 6385 (available Monday to Friday 8am to 6pm)

Wellbeing Support

Able Futures

A free service providing mental health support to anyone employed and contributing to National Insurance so not just our employees but family and friends can also benefit.

Staff can self refer for access to one to one support for 9 months and access to resources for 12 months.

Confidentiality is guaranteed

Contact Able Futures online at: https://able-futures.co.uk/individuals/

Via email at: hello@able-futures.co.uk

Or by calling their Freephone number: 0800 321 3137 (8am to 10.30pm, Monday to Friday)

Wellbeing Support

Every Mind Matters

An NHS website dedicated to providing practical tips and expert advice.

Some tips particularly around mental wellbeing and the Coronavirus but also for children and young people as well as general advice.

https://www.nhs.uk/oneyou/every-mind-matters/

Wellbeing Support

Mental Health First Aiders

Our in-house Mental Health First Aiders can be used as a point of contact for anyone who needs someone to talk to, whether you're feeling a little overwhelmed, are unsure who to turn to or if you're struggling with you mental wellbeing. This could range from a quick conversation through to supporting colleagues seek appropriate help.

Our mental health first aiders are not therapists but are there to listen in a non-judgemental way, reassure and signpost to support.

Details of who our Mental Health First Aider's are is available on CEntranet

Occupational Health Unit (OHU)

The function of the OHU is to help maintain the health of the workforce. A host of services are available, information and how to make a referral can be found on CEntranet

Please note, only a manager can make a referral to OHU.

Support for Teams

Microsoft Teams

Make the most of the Microsoft Teams functionality. Using the Chat function can help teams communicate more informally or can be used to help replicate the office environment. Bounce around ideas and issues with each other and work collaboratively.

Meetings using Microsoft Teams don't always have to be scheduled in advance. It can also be used for those quick conversations that would previously have been done face to face at someone's desk or over the phone. You can still have the same interaction particularly if you turn the camera on so you can see each other.

Viva Insights gives you access to short videos by Headspace, guiding you through activities to help mindfulness and wellbeing. You can also track your mood each day, is there a pattern, are some days worse than others?

For hints and tips on using all of the updates to our systems your Bright Sparks will also be able to help or look out for emails advertising the Bitesize learning sessions from ICT to understand more about the latest updates and how to get the most out of Microsoft Teams.

Support for Teams

Conversation Toolkits

The conversation toolkits are useful frameworks for a range of conversations with teams and individuals. Not just helpful for performance development conversations but also work life balance and resilience or how are you doing. Some of the other conversation topics can also be useful during these times of uncertainly, such as what motivates you and what are your strengths. Getting staff to focus on what they can control at the moment may help them to rethink their current situation.

A more recent addition is the Workplace Wellbeing Conversation Toolkit, giving you a template for conversations to really find out how staff are feeling and adapting to situations as they change.

All of these toolkits are for guidance, the conversation may go somewhere completely different but at least they are a way of starting the conversation.

Support for Teams

Manager Share and Support Sessions

These sessions are for anyone who manages staff and are an opportunity for you to connect as managers in a supportive environment.

With a different topic each week, although the conversation can go anywhere it needs to. The sessions allow managers to share their experiences, share what has worked for them or something they are struggling with and get support from the wider management community.

We also share some tips, tools and techniques you can use with your teams to truly support them.

Sessions are every Tuesday at 11am and Thursday at 2pm, we cover the same topic twice each week to ensure as many managers can attend as possible, therefore you would only need to attend one session each week.

Invitations are sent out to our manager distributions lists so if you are a manager and have not received them please contact Organisational Development

Support for Teams

In the Know

Our In the Know sessions are a way of sharing useful information, news and updates with staff, keeping them updated with what's going on around the council.

The virtual sessions, held once a month, cover topics previously shared at the managers share and support, and aim to give staff the opportunity to hear information directly, ask questions relating to the theme and share back with their colleagues.

Keep an eye on Team Voice for more information on our upcoming sessions and promote these with your teams.

If you would like to bring a topic to the In the Know and/or a Managers Share and Support please contact Organisational Development

Support for Teams

Your Wellbeing Pages

Staff can access wellbeing information and support 24/7 via the Your Wellbeing Pages on our Cheshire East Website. From staff clubs you can join to team activities, useful resources and places you can turn to for support.

Whether your teams don't have access to Centranet or just need to access information via their personal devices all the information is here, simply type in www.cheshireeast.gov.uk/staff

Wellbeing in Work Programme

You can also find a range of help, support and useful links on our Wellbeing in Work page on CEntranet

Golden Practices

The Golden Practices and Golden Practices – Taking Care of You were designed to help everyone maintain a positive approach to health and wellbeing at work. Checking back at them periodically helps remind us of simple things we can do to remain productive and healthy during the working day.

Support for Teams

Coaching

Coaching is a useful way of developing people's skills and abilities, and of boosting performance. It can also help deal with issues and challenges before they become major problems.

We have a number of qualified coaches across the Council who volunteer to support requests for personal coaching support.

More information on what a coaching session entails.

It may be useful for you as a manager or a member of your team, if you would like to know more or enquire about a session, please contact Therese Hynes

Support for Teams

Learning Lounge

There are a wealth of courses available on the Learning Lounge that anyone can access from any device.

There are a number of difference resources to help particularly around Wellbeing such as Relaxation, Stress Awareness and Resilience, with more courses due to be added soon.

More information on how to access the Learning lounge can be found on CEntranet

Support for Teams

Equality and Diversity Staff Network Groups

Providing peer support to staff that identify with one or more of the protected characteristics, each of these staff forums meet regularly and also provide their members with the opportunity to influence what happens in Equality, Diversity and Inclusion at Cheshire East.

Groups available are –

- Race Equality Staff Network/Support Group
- Differently Abled
- Early Careers Network
- VibranCE
- The Circle
- Women's Staff Network
- Veterans Staff Network Group

More information on these groups and how to join can be found on CEntranet

Wellbeing activities/information

Made My Day – Staff Recognition

Getting recognition for a job well done, a thank you for helping someone out or just a show of gratitude for cheering someone up, can really boost a person's wellbeing and giving compliments can also improve your wellbeing, so it's a win win!

Our Made my Day scheme is a quick and easy way to show your appreciation, either to an individual or team. Simply complete the short form available on CEntranet and write them a little message to express how they made your day!

Wellbeing activities/information

Mindfulness Minute

The mindfulness minute is a simple breathing exercise. Helping to reduce stress, increase calmness and improve.

Set your phone for a minute, sit comfortably and close your eyes

Now practice breathing in for a count of 7 and out for a count of 11

Continue this for the duration of the minute

This refreshes your brain and created a sense of calm



Wellbeing activities/information

Thing you can do today

We can’t always control the world around us, but we can do some small things each day for ourselves or other people to make the day that bit better.



Wellbeing activities/information



Action for Happiness

You need to find what works for your team and what some teams like others won't. Some teams have regular coffee and catch ups or quizzes to check in. Others send a "Quote of the Day" to each other as little inspirational reminders.

Action for Happiness have some ideas on their website and also produce a monthly calendar packed with actions to help create a happier world. Each month focuses on a different topic. Even sharing a couple of actions each time with your teams might help their wellbeing, help bring the team together or just give the team a good laugh.

Useful Contacts

HR Business Partners

- Children's Services – Ian Kenny
- Adults, Health and Integration – Debi Wain
- Place - Ruth O'Brien
- Corporate - David Worrall

Workforce Development – Training and Development needs

Organisational Development - Therese Hynes, Mel Schofield, Rhian Davies, Sarah Moulding

And finally …..

Don’t forget you need support as well, so use these hints, tips and information to help yourselves as well!