Time to Change Employer Pledge Action Plan

The Time to Change Employer Action Plan

The action plan is the heart of your Employer Pledge commitment. We believe that to achieve lasting change within your workplace, it's important to create a plan of tangible activity to **break down mental health stigma**.

The action plan is designed to be a starting point for your plans. It asks you to detail the actions you are committed to delivering within your organisation to tackle stigma and discrimination around mental health. It can also celebrate activity you have already delivered.

The action plan should be a living and breathing document that is edited as your plans evolve and we recommend it is reviewed on a regular basis.

The action plan was redeveloped in 2019 to build on the standards, recommendations, evidence base and best practice guidance found in the 2017 Thriving at Work Report produced by Paul Farmer, Mind CEO, and Lord Stevenson on behalf of the UK Government. The original Thriving at Work Report can be found on the Mental Health at Work Gateway here and Mind's Guide to applying to recommendations can be found <a href=here.

You can find a full guide on how to fill out your action plan here.

Submitting your Action Plan

In order to continue with your request to sign the Employer Pledge, please complete this template Action Plan and upload it to our website here.

We ask that you submit your plan a **minimum of eight weeks** before the date of your planned pledge signing to allow us time to feedback on your plan and commission your pledge board.

When you upload your plan to the website you will need the following documents/information:

- The completed action plan
- The date and time of your signing
- Who is signing on behalf of your organisation
- Where the signing is taking place
- A copy of your company logo

Core Standard 1: Produce, implement and communicate a mental health at work plan

You can find a support guide to developing your activities for Core Standard 1 here.

Activity	Internal Lead(s)	Timescale	Performance Measure
List the activities that your organisation will undertake to tackle mental	Outline who is responsible	Provide planned	Outline what measurements will
health stigma and discrimination in relation to this Thriving at Work	for delivery of each activity	timescales and dates for	be used to monitor and evaluate
Core Standard and addressing the questions posed below.	within your organisation.	delivery of each activity	impact and success
		within your organisation	
How will you demonstrate your Senior Leaders are committed to address	sing mental health, and mental	health stigma and discrimi	nation specifically, in your
workplace? Make reference to your planned Time to Change Pledge signi communications.	ng activity and how this comm	itment will be reinforced th	rough strategic internal/external
Mental Health Strategy to be presented to Senior Leadership Team	Catrin Roberts	April 2021	Approval from SLT and their buy
(SLT) at next SLT meeting. This will also include the Mental Health			in to be able to launch the Mental
Policy, Mental Health Guide for Managers & Guidance on how to hold a			Strategy.
sensitive conversation.			
All Senior Leadership Team to actively support the pledge and strategy.	CEO and SLT Members	April – Pledge signing	Staff to view News Article and
Chief Executive and other SLT members to be present and give short		date TBC	Video through Intranet and Staff
message to employees at pledge signing which will be filmed and			Facebook page. Also external
communicated via internal communication channels.			publicity.
Ask SLT members to share their mental health stories and include in	All SLT and Middle	April at launch and the	Staff to view News Article, read
their regular blogs, as well as in the internal communications when	Managers, Internal Comms	ongoing	blogs through Intranet and Staff
Mental Health Strategy is launched. This can feature as a regular	and HR		Facebook page. Monitor with
feature with other Middle Managers if they are happy to do so.			number of views and comments.
Senior member to actively support mental health campaigns such as	All SLT and Middle	Ongoing	Staff to view News Article, read
World Mental Health day and get involved with any other initiatives	Managers, Internal Comms		blogs through Intranet and Staff
that may run throughout the year.	and HR.		Facebook page. Monitor with
			number of views and comments.

Have a dedicated Leadership & Middle Managers session to launch DCC Mental Health Strategy, Pledge Action Plan. This would also include a training session to raise awareness of why mental health is important and how they can support their staff. External speaker from Mental Health First Aid Wales – Gwen Goddard.	HR to organise session and book speaker	May / June 2021	Measure through number of attendees and evaluation and feedback of session.
How will your commitment be embedded within organisational strategies policies and strategic publications e.g. Annual Report in which your comm		ocumentation? Make refer	rence to any and all strategies,
Develop a Mental Health Strategy, Policy and Guides for Managers. To communicate and be available on HR Pages and a dedicated Mental Health staff page on the intranet.	HR and Occupational Health	April 2021	Staff and Managers aware and able to access information easily.
Communication Action Plan with dedicated dates in the calendar as to what raise awareness of mental health. Key dates will then be communicated through Internal Staff Facebook, and other communication channels.	Felicity & Llinos	Completed & Ongoing	Staff and Managers aware and raise awareness through Internal Facebook pages – monitor number of views and News Stories.
Promote and ensure information given to employees with regards to Employee Assist Programme (EAP). This is to be communicated through Denbighshire today, Linc, posters and information leaflets.	Occupational Health and HR Business Partners, Specialist and Managers	Completed & Ongoing	Annual statistics from Care First and from feedback from staff who have used service.
Wellbeing Champions – recruit a number of employee champions throughout the different services. Ensure that they receive Time to Change Employee Champion training. This can be done via Staff Council. This will also enable mental health to be discussed at each staff council meeting making it a regular feature to ensure the strategy is embedded into the DCC culture.	Catrin & Staff Council, Llinos to organise training	July & Ongoing	Measure success with number of active Wellbeing Champions. Regular discussion and feedback at staff council meetings.
Develop Mental Health Wellbeing Survey every other year in additional the Staff Employee Survey to ensure that the action plan to ensure that staff are being heard and actions can be taken to improve mental health and reduce the stigma. Wellbeing Champions to look at survey results and develop action plan to improve and continue promotion of mental health wellbeing.	HR, Occupational Health	2022	Review results and create/ review progress of the action plan.

Mandatory E Learning Mental Health Awareness module part of the	HR and Occupational	All current staff have 12	Review monthly E Learning
DCC Induction and staff will need to complete within their 6 month	Health to manage E	months to complete by	completion reports and evaluate
probationary period.	Learning and Managers to ensure staff complete the module	April 2022, and then ongoing monitoring.	module by survey monkey.

Core Standard 2: Develop mental health awareness among employees

You can find a support guide to developing your activities for Core Standard 2 here.

Activity	Internal Lead(s)	Timescale	Performance Measure
List the activities that your organisation will undertake to tackle mental	Outline who is responsible	Provide planned	Outline what measurements will
health stigma and discrimination in relation to this Thriving at Work	for delivery of each activity	timescales and dates for	be used to monitor and evaluate
Core Standard and addressing the questions posed below.	within your organisation.	delivery of each activity	impact and success
		within your organisation	
How will you look to raise your staff's understanding of mental health pro	oblems and mental health stigr	ma in the workplace? <i>Make</i>	reference to any planned events/
activities/internal campaigns or initiatives your organisation will run in a	ddition to any information or r	esources the organisation r	nakes available/signposts to staff.
Develop a robust internal communications plan to include promotion materials, goals and how plan is to be implemented. Involve internal communications team. Communications to be developed through email, Linc, Denbighshire Today, staff Facebook page and other posters and leaflets.	Internal Comms, HR team and Occupational Health.	Communication Plan – complete and review ongoing	Monitor number of views and comments and various buy in to certain events.
Mental health calendar to be developed to include events such as World Mental Health day, Time to Talk days. Wellbeing Champions to arrange coffee and chat days to promote plan and encourage people to talk about mental health.	Internal Comms, HR Team, Occupational Health and Wellbeing Champions and Staff Council.	Calendar – complete and review ongoing.	Monitor success of certain days and initiatives and take up of coffee and chat days for example.
Mandatory Mental Health e-learning module to be developed for all staff to complete.	HR and Occupational Health to manage E Learning and Managers to	All current staff have 12 months to complete by April 2022, and then ongoing monitoring.	Review monthly E Learning completion reports and evaluate module by survey monkey.

	ensure staff complete the module		
Dedicated staff Mental Health pages on Intranet that will have all the information that is needed for staff as well as Managers to be able to access in one place. What tools or resources are made available to staff to self-reflect on thei organisation? Make reference to Wellness Action Plans, Wellness Recovery			Staff and Manager aware of pages and access as and when needed. upports them stay well in your
Dedicated staff Mental Health pages on Intranet that will have all the information and as well as different tools that will support all staff to self-reflect. These will include such documents and links to the Employee Assistance Programmes, Wellness Action Plans, Stress Risk Assessments and different apps that may be suitable for staff.	HR, Occupational Health and Webteam to update and maintain pages.	April – Ongoing updating	Staff and Managers aware of pages and access as and when needed.
E-Learning module - this will include a resources section where staff will be able to access external support and tips on how they can stay well and obtain any additional support.	HR and Occupational Health	April – Ongoing	E Learning monthly completion report.
Mental Health First Aiders – these will be available to offer support and guidance and a list of these will be included within the dedicated Mental Health pages on the staff intranet.	Mental Health First Aiders.	Ongoing	Staff and Mangers aware of access to Mental Health First Aiders.

Core Standard 3: Encourage open conversations about mental health and the support available when employees are struggling

You can find a support guide to developing your activities for Core Standard 3 here.

Activity	Internal Lead(s)	Timescale	Performance Measure
List the activities that your organisation will undertake to tackle mental	Outline who is responsible	Provide planned	Outline what measurements will
health stigma and discrimination in relation to this Thriving at Work	for delivery of each activity	timescales and dates for	be used to monitor and evaluate
Core Standard and addressing the questions posed below.	within your organisation.	delivery of each activity	impact and success
		within your organisation	
How will your organisation encourage your employees to share their exp	erience of mental health probl	ems at an organisation-wid	e level? Make reference to the
opportunities that will be made available to share experiences e.g. wellbe	eing events, blogs, intranet pos	ts or through internal news	letters.
One to One Discussions – Dedicated question "How are you?" to	HR and SLT and Middle	Ongoing – Already	One to One completion data and
encourage that conversation and to reduce the stigma.	Managers	happening	Absence figures.
SLT and other Middle Managers to talk openly about Mental Health in	SLT and Middle Managers	Ongoing	Staff viewing SLT blogs, and Team
their blogs and within their teams and to include in team meetings.			Meeting documentation and
			feedback.
All the key events and initiatives will be communicated and promoted	HR & Internal Comms,	April – Ongoing	Participation and success of
through the internal comms plan and Employee Wellbeing Champions	Occupational Health,		initiatives together with absence
and Staff Council will promote. Also getting SLT members actively	Wellbeing Champions and		data.
involved.	Staff Council.		
Wellbeing Champions will actively support mental health agenda/	Wellbeing Champions, Staff	Ongoing throughout	Participation and success of
calendar and raise awareness with organising events and activities to	Council, HR & Middle	year together with	initiatives together with feedback
talk/raise awareness. This can be promoted through Staff Council and	Managers	event calendar	and comments on staff Facebook
internal comms process.			pages. Longer term – survey
			results, absence data etc.
How does your organisation normalise conversations about mental healt	h and encourage disclosure? A	lake reference to the oppor	tunities and communications that

How does your organisation normalise conversations about mental health and encourage disclosure? *Make reference to the opportunities and communications that encourage persons to disclose and reinforce your organisation's commitment to supporting these individuals e.g. inclusion of organisation's commitment in recruitment packs.*

One to One Discussions – Dedicated question "How are you?" to encourage that conversation and to reduce the stigma.	HR and SLT and Middle Managers	Ongoing – Already happening	One to One completion data and Absence figures.		
Information about Employee Assistance Programme to be included in recruitment packs and induction microsite, together with Corporate Induction E Learning module.	HR and Occupational Health.	Ongoing – Already in place.	Successful completion of probationary period for new starters. E Learning monthly data reports.		
Mental Health E Learning Module – this is mandatory for all new starters.	HR	April and Ongoing	E Learning monthly data completion report.		
Mental Health First Aiders – these will be available in all service areas and will be fully trained to support should anyone want confidential information or advice.	Mental Health First Aiders.	Ongoing	Absence Data – Feedback from Mental Health First Aiders.		
Mental Health Policy encourages managers to make this topic part of team meetings, and to openly chat about mental health and remind staff to take time to reflect on their own health as well as others. Encouraging staff to partake in events, use the resources etc.	All Managers	Ongoing	Reduction in absence figures throughout. Uptake on EAP support and staff survey data.		
Sharing staff stories of mental health issues, SLT blogs discussing this. This can feature on the dedicated Mental Health staff pages and on the staff Facebook page – where it shows that whatever level you work at its 'OK' to talk about your mental health.	SLT, Middle Managers, HR and Web team and Internal Comms.	Ongoing – as part of comms plan calendar	Number of views on stories, comments on Facebook page and overall longer term reduction in absence days, with increasing scores on staff survey results.		
How will your organisation empower employees to champion mental health in the workplace and provide peer to peer support and activities in support of normalising the conversation? Make reference to how your organisation will look to establish an Employee Champion role in your workplace, the responsibilities of this role and the training/ budget/ resource that will be allocated to this initiative.					
Train further employees in Mental Health First Aid -Have a dedicated Mental Health First Aid Trainer and will be able to get funding to deliver training for 2021/2022 through CAMHS In Reach Programme	HR	Ongoing	Successful participation at the 2 day MHFA course.		

Employee Wellbeing Champions – recruit a selection of Champions	HR	May / June – Ongoing	Successful completion of
throughout various services. This can be done through asking for		training where	Employee Wellbeing Champions
volunteers through Staff Council and then training these through		necessary	Training.
utilising Time to Change Wales training.			
Train Managers to spot and deal with Mental Health and create a	HR	May / June	Attendance to suggestion and
culture of openness and support. This will be done via an external			feedback from training.
speaker from Mental Health First Aid Wales – Gwen Goddard			

Core Standard 4: Provide employees with good working conditions and ensure they have a healthy work life balance and opportunities for development

You can find a support guide to developing your activities for Core Standard 4 here.

Activity	Internal Lead(s)	Timescale	Performance Measure
List the activities that your organisation will undertake to tackle mental	Outline who is responsible	Provide planned	Outline what measurements will
health stigma and discrimination in relation to this Thriving at Work	for delivery of each activity	timescales and dates for	be used to monitor and evaluate
Core Standard and addressing the questions posed below.	within your organisation.	delivery of each activity	impact and success
		within your organisation	
How do your policies support those persons with mental health problem organisation has in place and the mechanisms through which these are rehealth problems in the review.	• •		• •
Mental Health Policy & Guidance for Managers will enable staff and Managers to understand what Mental Health is and what they can do to support staff. Staff will also be aware of what support is available should they need it.	HR and Occupational Health	April – review policy every 3 years or sooner if any legal changes.	Successful agreement by SLT, and Unions when launching a new policy. Staff survey and absence data.
Attendance at Work Policy – this will guidance and key information as to what Managers can do to support staff who may be dealing with a mental health issue. This will also include links to a Stress Questionnaire, phased return and reasonable adjustments documents.	HR and Occupational Health	Ongoing – review every 3 years or sooner if any legal changes.	SLT & Union approval. Reduction in absence data and staff survey results.

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Occupational Health - support available by a dedicated service to help and support staff and to support managers in understanding what can be done to support a staff member with mental health.	Occupational Health	Ongoing	Feedback to Occupational Health, staff survey results.		
Flexible Working Policy – Guidance on what this means to both staff and Managers and how this can be requested.	HR	Ongoing – review every 3 years or sooner if any legal changes.	Number of flexible working requests, staff survey and absence data.		
Employee Assistance Programme available to all which is confidential. Also regular one-to-one encourage this discussion as a first question. All policies and guidance documents are developed by those who are trained/experienced in this area and who have dealt with such issues when supporting staff.	HR and Occupational Health	Ongoing	EAP statistics on take up. One to one completion reports. Longer terms staff survey results and absence data.		
How do your policies actively consider and support persons from diverse live with mental health problems. <i>Make reference to specific inclusion of programmes or support with these persons.</i>		•	•		
Mental Health policy written to ensure no one is discriminated against, webpage dedicated to supporting staff mental health includes links to organisations supporting specific groups of staff e.g. LGBTQ+ support	HR & Occupational Health	Ongoing	Staff survey results and absence data. Employee relation cases.		
Calendar of events includes awareness days for specific groups of staff such as LGBTQ+ History Month, Black History Month, Disability Awareness Day etc. to raise mental health awareness specifically for these groups	HR & Internal Comms	Ongoing	Feedback and comments from the calendar events, and longer terms staff survey results.		
What support services are available to your staff? Make reference to all support available e.g. HR support, Employee Assistance Programmes (EAP), helplines, information available on your intranet					
Employee Assistance Programme – available to the website Care First as well as apps.	Occupational Health	Ongoing	EAP stats and feedback monitoring.		
Occupational Health – dedicated service for staff and managers to gain support and guidance on any mental health concern.	Occupational Health	Ongoing	Feedback, staff survey and absence data.		

Dedicated Mental Health First Aiders throughout the various services.	HR & Mental Health First Aiders	Ongoing	Staff survey, absence data and feedback.
Dedicated Mental Health pages on the staff Intranet site.	HR & Webteam	Ongoing	Number of views
Opportunity to have a discussion about mental health at every one to one discussion with the question "how are you?"	All	Ongoing	One to Once completion report.
Wellbeing Champions – arrange events where staff can discuss and seek support from others	HR & Wellbeing Champions	Ongoing throughout year.	Uptake of events and staff survey.
HR team and Occupational Health – trained as mental health first aiders, review and write policies and guides, train managers and staff and maintain contract with EAP	HR and Occupational Health	Ongoing	Feedback and comments on HR support given, staff survey results and absence data.

Core Standard 5: Promote effective people management through line managers and supervisors

You can find a support guide to developing your activities for Core Standard 5 here.

timescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It imescales and dates for delivery of each activity within your organisation. It is not your effective conversations with their line reports about their manual proports and accessed. It is not your effective conversations with their line and success. It is not your effective conversations with their line and success. It is not your effective conversations with their line and secsessed. It is not your effective conversations with their line and secsessed. It is not your effective conversations with their line accessed. It is not your effective conversations with their line accessed. It is not your effective conversations with their line accessed. It is not your effective conversations with their line accessed.	Activity	Internal Lead(s)	Timescale	Performance Measure
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Policy is raised at all management meetings to inform managers. All Managers Ongoing Absence data, one to one	Policy is raised at all management meetings to inform managers,	All Managers	Ongoing	Absence data, one to one
	includes guidance on supporting mental health and having effective		0 - 0	•
	conversations			

How does your organisation's policies ensure regular opportunities are presented for managers and supervisors to have conversations with line reports about their mental health? Make reference to Induction policies/onboarding activities, supervision policies or One to One agenda and Appraisal activities.						
Induction – Probationary Period Review meetings – this is an opportunity for the manager to ensure all new staff have completed the E Learning Mental Health Awareness module, and how this went and if there is anything they are concerned about since they started with the organisation.	HR and Managers	Ongoing	Probationary Period completion report. E Learning completion report. Absence data and staff survey.			
Regular One to One discussions – dedicated question of "how are you?" this will be an opportunity for the manager to get to know the staff member and ask them about how they are doing.	Managers and Supervisors	Ongoing	One to one completion report, staff survey and absence data.			
Mental Health Policy encourages this as a topic in all team meetings — which encourages open discussions to be had as well as the opportunity to talk to one another in terms of buddy or available support with information available on dedicated Mental Health pages.	All	Ongoing	Absence data and staff survey results.			

Core Standard 6: Routinely monitor employee mental health and wellbeing

You can find a support guide to developing your activities for Core Standard 6 here.

Activity	Internal Lead(s)	Timescale	Performance Measure		
List the activities that your organisation will undertake to tackle mental	Outline who is responsible	Provide planned	Outline what measurements will		
health stigma and discrimination in relation to this Thriving at Work	for delivery of each activity	timescales and dates for	be used to monitor and evaluate		
Core Standard and addressing the questions posed below.	within your organisation.	delivery of each activity	impact and success		
		within your organisation			
Who within your organisation has overall responsibility for the implementation, evaluation and subsequent review of this action plan? Make reference to any working groups or committees that might also have ownership of/significant stake in the delivery of this plan.					
Regular Staff Employee Survey – will monitor absence as well as a few stress related questions.	HR and Managers	Every 2 years	Staff survey results and action plans.		
Create a dedicated Mental Health Survey to review progress of action plan and to assess launch of Mental Health Strategy and Policy	HR and Managers	Every 2 years	Staff survey results and action plans.		
HR and Occupational Health have responsibility for policy, training, guidance – implementation, evaluation and review. SLT stakeholders have responsibility for supporting and reviewing actions.	HR, Managers and SLT as well as Unions and cabinet members	Ongoing	Overall staff survey results, reduction in absence data and reduction in employee relation cases		
Through what mechanisms does your organisation currently monitor and evaluate employee mental health and wellbeing? Make reference to any surveys that will be deployed with specific reference to the sort of questions to be included and any of the performance measures outlined in this document that will be drawn from this research.					
Staff Survey – dedicated questions around stress within the workplace.	HR	Every 2 years	Staff survey results		
Create a dedicated Mental Health Survey to review progress of action plan and assess launch of Mental Health Strategy and Policy.	HR and Occupational Health	Every 2 years	Staff survey results		
One-to-One forms dedicated question – Managers can get to understand if a staff member has any issues and needs support.	HR & Managers	Ongoing	One to one completion report, absence data and feedback.		

Leavers exit questionnaire provides opportunity for staff to share this as a reason for leaving	HR & Managers	Ongoing	Exit interview results, staff survey results and absence data.			
Monitoring of employee sickness absence data to review reasons for absence	HR and Occupational Health	Ongoing	Absence data results and staff survey results.			
Does your organisation record and monitor sickness absence in relation to mental health problems and stress? Make reference to what is recorded through your HR systems and how this data is monitored, reviewed and determines organisational action e.g. the data is used to inform actions at a Wellbeing Committee.						
Absence data is reported every month and annually. This will include figures on stress and the number of days lost to stress each month/year. This will also look at whether the absence is disability related or not.	HR and Occupational Health	Ongoing – every month and then at the end of every year.	Reduction in absence data. Staff survey results and reduction in employee relation cases.			
The data informs HR who will review information available to managers and staff, to ensure targeted support is promoted	HR and Managers	Ongoing	As above.			
To monitor the impact of the deployment of your Time to Change Employer Action Plan in your organisation. Time to Change will be in contact at key stages in your journey over the next 12 months. Time to Change will:						
Time to Change Team to Complete upon submission of your draft action plan						

Tell the world about your Employer Pledge commitment!

Once you have signed the Time to Change Employers Pledge, you will be added to our <u>Pledge Wall</u> of over 1200 organisations committed to changing the way we all think and act about mental health.

To facilitate your inclusion, please provide the following:

- A company biography/summary
- A summary to your organisation's commitment to workplace mental health
- Your company logo (provided on a white background and in a square dimension)

Company Biography/ Summary (Maximum of 100 words)

Summary to your commitment to workplace mental health (Maximum of 500 words)						