

AGENDA ITEM

4.2

PEOPLE & CULTURE COMMITTEE

**CORPORATE HEALTH STANDARD
RETENTION OF THE GOLD AWARD**

Date of meeting

14/07/2021

FOI Status

Open/Public

If closed please indicate reason

Choose an item.

Prepared by

Karen Wright, Assistant Director of Workforce

Presented by

Karen Wright, Assistant Director of Workforce

Approving Executive Sponsor

Executive Director for People

Report purpose

FOR NOTING

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals

Date

Outcome

(Insert Name)

(DD/MM/YYYY)

Choose an item.

ACRONYMS

CHS
CTM

Corporate Health Standard
Cwm Taf Morgannwg University Health Board

1. SITUATION/BACKGROUND

- 1.1 CTM has held a Gold Corporate Health Standard (CHS) Award since 2007. This award evidences a continuous journey of good practice and improvement, and it is used by CTM, as a tool to support the development of policies that promote the health and well-being of employees.

- 1.2 The CHS enables CTM to take an organisational development approach to employee health and wellbeing, which is the most effective way of promoting sustainable health improvement.
- 1.3 The CHS promotes good practice and supports organisations in taking active steps to promote the health and well-being of their workforce.
- 1.4 The CHS has four levels of award, to recognise each stage of the developmental health and well-being work achieved by employers. The four levels are Bronze, Silver, Gold and Platinum. The framework begins at Bronze with a foundation of legislation, organisational support and policies and interventions, which address the key workplace risks to employee health and well-being. It builds to Platinum, which is the beacon for exemplar employers who demonstrate sustainable business practices and take full account of their corporate social responsibilities.
- 1.5 CTM current holds a Gold and Platinum Awards. The Platinum Award is to be reassessed later in 2021. An organisation can only seek to retain the Platinum Award, where it has successfully retained the Gold Award.
- 1.6 The organisation is required to be reassess on a three yearly cycle, in respect of each award, to ensure that it is continuing to embed health and well-being within the culture of the workplace, via a planned approach, with commitment from senior management and supported by resources.
- 1.7 The CHS is divided into two sections, organisational support and specific health issues, which are essential for sustainable health and well-being improvement in the workplace.

Organisational Support

How sustainable employee health and well-being is influenced through the ethos and culture of the business/organisation and its leadership process. This module reflects that organisational support is fundamental to improving health and wellbeing in the workplace. It is made up of five topic areas:

- Senior level commitment;
- Employee engagement;
- Managing for health and safety;
- Health, work and well-being; and
- Monitoring, evaluation and review.

Specific Health Issues

The management of the key preventable ill-health issues in the workplace:

- Tobacco;
- Mental health and well-being;
- Musculoskeletal disorders;
- Alcohol, drugs and other substance use;
- Food, health and well-being; and
- Physical activity.

- 1.8 CTM had its CHS Gold Assessment on the 4 June 2021. The organisation was successful in retaining the CHS Gold Award.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

- 2.1 CTM was due to have its Gold CHS reassessed in 2020, however, due to the pandemic this was deferred until the 4 June 2021.
- 2.2 The assessment is normally conducted over three days, with site visits, opportunities to meet with staff and managers to gain an insight into the work being undertaken, the organisation's health and wellbeing offer to employees and staff awareness.
- 2.3 Due to the pandemic, the process was revised from a full assessment to a Gold Level CHS Status Check. This process required the Health Board to complete a Gold CHS Status Check Template, outlining the process made since the last Gold Award, with a particular focus on the work undertaken to support the health and wellbeing of our staff during and the plans post pandemic. A CHS Assessor then met with the following key leads, health and wellbeing, Occupational Health, Transport Plan, Policy and Workforce and OD to discuss the submission, answer questions and provide additional information and details about the Health Board's health and wellbeing support services and initiatives.
- 2.4 To retain a Gold Award, the assessor is required to see evidence of:
- Workplace health and well-being integrated into the working practice and business planning of the organisation;
 - An action plan, which demonstrates a long term approach to sustaining health and well-being in the organisation;
 - Senior management are seen to be actively supporting health and well-being across the organisation; and

- Improving the health and well-being of employees is included in the objectives of appropriate employees.

2.5 The following very positive feedback was received from the CHS Gold Assessor, Karen Hiscocks, following our assessment:

"I cannot really mention everything that stood out for me during our discussion, there seems to be so much going on, but I will pick out just a few things which really impressed me.

- *The Stepped Care approach to mental wellbeing. I particularly like your brief wellbeing self-assessment tool, which assists employees to gauge where they are in relation to emotional wellbeing and trauma and to access the correct service to suit their needs.*
- *The way in which you have engaged with the staff, to check out what they feel they need to improve their wellbeing e.g. the water bottles to aid ease of hydration; something quite simple but with a big effect. Communication and engagement seems to be at the top of the agenda and with these an awareness of the importance of engaging with certain groups of staff e.g. those who traditionally have been more difficult to engage with.*
- *The 'out of the box' thinking e.g. the virtual reality headsets to see whether their use makes a difference to the user's wellbeing – this being part of a research exercise, will be really interesting to see the effect.*
- *The 'thank you' bags containing a range of wellbeing offerings. People often talk about being valued and how a simple thank you goes a long way. This seems a really good way of getting useful wellbeing messages and resources out there while showing staff members that their effort during the pandemic has been appreciated.*
- *As far as specific initiatives are concerned, I was impressed with the focus of work on the menopause – the menopause task and finish group, the Mindfulness Based Living course for staff going through the Menopause, and the possibility of introducing in the future the provision of information packs for line managers and staff, Menopause cafes and a Menopause Buddy scheme.*
- *The planned work on several initiatives in relation to the development of healthy lifestyles as there is a strong recognition of the close links between psychological and physical wellbeing.*



- *The status checklist was extremely comprehensive and encapsulated so much of what you have been doing over the past year and plan to do in the future. You might wish to share this document with others to demonstrate how much is going on in the Health Board in relation to health and wellbeing. The document seems to bring it all together.*

You seem to have an excellent plan for moving forward in relation to employee wellbeing. You might wish to capture this in a written format so that you can build in your evaluation measures more easily and also share your plans and ideas in a more concrete way to others in the Health Board”.

3. KEY RISKS/MATTERS FOR ESCALATION TO COMMITTEE

- 3.1 There are no associated key risks or matters for escalation in respect of the content of this report.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
	If our staff are not well and healthy, this has an impact on their attendance and ultimately on the patient care and services provided to the population of CTM.
Related Health and Care standard(s)	Staying Healthy
	Staff and Resources
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) Not EQIA is required
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications /	There is no direct impact on resources as a result of the activity outlined in this report.



Impact	
Link to Strategic Well-being Objectives	Work with communities and partners to reduce inequality, promote well-being and prevent ill-health

5. RECOMMENDATION

- 5.1 The People and Culture Committee is asked to **NOTE** that CTM has been successful in retaining its CHS Gold Award.
- 5.2 The People and Culture Committee is asked to **NOTE** that CTM will be reassessed for its CHS Platinum Award later in 2021.