

BNSSG CCG Governing Body Meeting

Date: Tuesday 6th August 2019

Time: 1.30pm

Location: The Vassall Centre, Gill Avenue, Downend, Bristol, BS16 2QQ

Agenda number: 6.5

Report title: BNSSG: Becoming a Time to Change employer

Report Author: Michelle Smith

Report Sponsor: Deborah El-Sayed

1. Purpose

To share with Governing Body the BNSSG CCG Time to Change (TTC) action plan, which has been approved by the TTC employers' team. TTC is the global, mental health anti-stigma movement. In becoming a TTC employer, we make the commitment to support all of our staff with their mental health and wellbeing, tackling societal discrimination and normalising conversations around mental health in the workplace.

Dr Jonathan Hayes and Julia Ross will sign the TTC employer pledge in the public session of Governing Body, accompanied by members of the organisation's TTC Champions network. The action plan and pledge signing are key components of our broader equality, diversity and inclusion strategy which was approved by the Governing Body in April 2019.

2. Recommendations

Our recommendations are for Governing Body to:

- Note the contents of the action plan, strands of which are already underway, and which are designed to create a positive culture around mental health at BNSSG whilst supporting our staff.
- Celebrate the public pledge signing as a further step forward in our ambitions to become a leading organisation in the fields of equality, diversity and inclusion (as noted in our approved EDI strategy) – for the communities we serve, alongside our staff.
- Note that there will be a dedicated Governing Body seminar session on Time to Change in September, led by the local TTC hub and people with lived experience of mental illness, signalling our commitment to this agenda at every level of the organisation.



- Note that Deborah El-Sayed and Dr David Soodeen are our current Governing Body-level TTC Champions. Champions across the organisation will play key roles in driving the action plan forward and achieving change.

3. Executive Summary

Becoming a Time to Change employer requires submission of a comprehensive action plan which demonstrates how the organisation will enable and support people with lived experience of mental ill health to share their stories and encourage others to do the same; review organisational policies to ensure that mental health is adequately reflected and recognised; ensure accountability for organisational change and improvement; create a positive culture of openness and support around mental health; support and equip line managers to have effective conversations about mental health; and signpost staff to appropriate support and resources.

BNSSG's action plan was submitted to the TTC employers' team in May, at which point the emerging champions network had already been established. It was approved by the TTC team in late June and the action plan has been published on the TTC website. Responsibility for overseeing delivery of the action plan rests with the Equality, Diversity and Inclusion Forum (EDIF).

4. Financial resource implications

No specific financial implications relevant to this report.

5. Legal implications

No specific legal implications.

6. Risk implications

No specific risk implications.

7. Implications for health inequalities

No specific health inequality implications.

8. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)

Becoming a Time to Change employer is key to the ambitions set out in the Equality, Diversity and Inclusion strategy for BNSSG, approved by Governing Body in April 2019.

9. Implications for Public Involvement

None.

Annex

The Time to Change action plan is attached.

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Employer Pledge Action Plan

In order to continue with your request to sign the Employer Pledge, please complete this document and upload it to our website [here](#).

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

It's not a problem if your action plan is still a draft at this stage. You can add to and develop your plan at any time as we encourage organisations to think about their action plan as a living document.

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

- The completed Employer Pledge 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 logo in JPG format

You can find a full guide on how to fill out your action plan, along with an explanation of the nine key principles listed in the plan [here](#).



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Employer Pledge Action Plan Template

Action plan principle	Activity description <i>List at least one tangible activity your organisation has planned to tackle mental health stigma and discrimination for each action plan principle.</i>	Internal lead(s) <i>Outline who is responsible for each activity</i>	Timescales <i>Provide planned timescales and dates</i>	Performance measure(s) <i>Outline how you will monitor impact and success</i>
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<p>Demonstrate senior level buy-in</p> <p>How will you show that your senior leaders are committed to addressing mental health in the workplace?</p>	<p>BNSSG CCG's Equality, Diversity and Inclusion strategy (agreed in principle at Governing Body in Jan 2019) sets out our ambitions to be an 'employer of choice', facilitating a healthy culture and inclusive leadership at every level of the organisation. Supporting the mental health and wellbeing of our people is a key priority. We will:</p> <ul style="list-style-type: none"> • Demonstrate the commitment of the Chief Executive, Chair and Governing Body (GB) via communication of the Time to Change (TTC) membership pledge and other related psychological and emotional wellbeing initiatives available to colleagues (e.g. counselling service). • CEO update on TTC pledge recorded at GB. • SROs already identified: Director of Transformation and Associate Director of Communications (in line with Equality, Diversity and Inclusion Forum integration) • Recruit TTC champions at GB level to support communications across the organisation, including the further recruitment of TTC employee champions. • Ensure mental health is properly reflected in the 'Attracting diverse talent' working group and strategy. • Ensure that senior-level launch and embedding of the new organisational values reflects an inclusive approach to mental health in the workplace. • Quarterly updates at GB via EDIF progress report. 	<p>CEO / Exec team.</p> <p>Michelle Smith (AD Comms and Engagement)</p> <p>DES / MS</p> <p>Rebecca Murch (Head of Internal Comms)</p> <p>MS / RM</p> <p>MS / DES</p>	<p>Immediately / on pledging and through to September 2019</p> <p>TTC employee champions already recruited (x8)</p> <p>Ongoing</p> <p>Quarterly</p>	<p>Staff feedback, engagement with initiatives</p> <p>Number of champions recruited</p> <p>Engagement of champions and spearheading of own activity (supported by the communications team)</p>
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<p>Demonstrate accountability and recruit Employee Champions</p> <p>How will you ensure that this action plan is successfully implemented?</p> <p>How will you recruit Employee Champions to support your work?</p> <p>More information on Employee Champions here.</p>	<p>To ensure full accountability and successful implementation, we will mainstream the TTC action-plan into the overall action-plan for Equality, Diversity and Inclusion, which is scrutinised and progressed by both the corporate Patient and Public Involvement Forum (PPIF) and the CCG Governing Body. We will also:</p> <ul style="list-style-type: none"> • Recruit employee champions by utilising the senior-level buy-in cited above. • Ensure that TTC champions are afforded the time and organisational access / visibility to undertake their roles effectively. • Ensure communications team support for TTC champions to spread the word about their roles in the most engaging way, including through established comms channels, at our major staff events, forums and meetings. • Providing support (e.g. presentation skills training, relevant development etc) where required. • Conduct internal survey / temperature checks on awareness and staff views. • Consider appointing group leads for lead areas (HR, policies, etc) 	<p>Michelle Smith (AD C&E)</p> <p>Michelle Smith (AD C&E)</p> <p>Rebecca Murch (Head of IC)</p> <p>As above</p> <p>As above</p> <p>MS via EDIF</p>	<p>On submission of Action Plan / May 2019</p> <p>In progress (8 recruited)</p> <p>Planning from May 2019</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>Engagement and actions at PPIF and GB.</p> <p>Ongoing sign-ups and activity.</p> <p>Communication outputs – blogs, forum speaker events etc.</p> <p>Support sessions run, staff feedback.</p> <p>Engagement, feedback</p>
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<p>Raise awareness about mental health</p> <p>How will you get your employees talking about mental health?</p>	<p>We will run a significant programme of activity to raise awareness of mental health, encourage workplace conversations, and enhance the voice of lived experience in the CCG by:</p> <ul style="list-style-type: none"> • Running a regular series of lunch and learns and Time to Talk events profiling the voices of lived experience both within and outside the organisation. • Profiling wellbeing resources on The Hub (Intranet) and in the Voice (Newsletter) • Provide another series of MHFA training, and share the details of first aiders across the organisation alongside TTC champions as 'listening ears' • Running dedicated activity at key points in the calendar, including mental health awareness week, and equality week, also linking in to specific cultural events e.g. Black History Month in line with broader EDI strategy. • As above, consider themed activity to ensure breadth of approach and advance commissioner understanding of mental health (culturally appropriate services, quality of inpatient care etc) 	<p>Internal Comms</p> <p>IC</p> <p>HR / IC</p> <p>IC/OD</p> <p>IC</p> <p>MS</p>	<p>Planning from May 2019 (one speaker already secured, member of staff)</p> <p>Autumn 2019</p> <p>Autumn 2019</p> <p>Autumn 2019</p>	<p>Number of events, engagement with activity, staff feedback, conversations started.</p> <p>Regular listings.</p> <p>People trained and active FAs.</p> <p>Engagement with programme.</p> <p>As above.</p>
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<p>Update and implement policies to address mental health problems in the workplace</p> <p>How easy is it for an employee struggling with a mental health problem, or their line manager, to find out how your organisation will treat them?</p> <p>How can you change your policies to encourage those with mental health problems to come forward?</p>	<ul style="list-style-type: none"> • Conduct policy review in order to establish where mental health and wellbeing messages and guidance could be enhanced. • Repeat policy review annually. • Explore buddying system for new staff. • Ensure MH and wellbeing component features in staff induction. • Ensure that mental health and wellbeing is a strong component in new co-production / PPI strategy and any associated guidance for staff in how to undertake these activities. • Review of recruitment collateral and messaging. • Alignment of mental health and wellbeing messages and policies with key organisational values: 'we respect diversity' and 'we support each other'. • Explore opportunities to develop and disseminate resources, information, and tools for recruiting, supporting and retaining employees with lived experience. 	<p>HR / OD</p> <p>HR</p> <p>HR / IC</p> <p>MS ADC&E</p> <p>HR</p> <p>IC</p> <p>HR / EDIF group</p>	<p>Summer 2019</p> <p>Annual commitment</p> <p>September 2019</p> <p>September 2019</p> <p>Summer 2019</p>	
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<p>Ask your employees to share their personal experiences of mental health problems</p> <p>How will you get your employees to share their experience of mental health problems at an organisation-wide level? e.g. through intranet</p>	<ul style="list-style-type: none"> • Staff with lived experience to be sought from all disciplines and bands to share their individual stories via regular articles in The Hub and in The Voice. • Introduce regular, senior-level 'top-tips' for wellbeing / 'how I cope with stress' articles in comms to encourage people to share their tips and stories. • Utilise inspirational external speakers programme to encourage sharing. • Dedicated wellbeing blog space on Hub. • Run Time to Change 'introduction to challenging stigma and discrimination' training – provided by IMHN, to run in the week of pledge signing activity. • Explore the opportunities for peer support group. • Action-tracker for sharing of stories built into EDIF meetings for oversight. 	<p>IC/TTC Champions</p> <p>IC</p> <p>IC/TTC champions</p> <p>IC</p> <p>MS</p> <p>Champions network</p> <p>MS</p>	<p>From Summer 2019, and regularly thereafter</p> <p>Autumn 2019 August 2019</p> <p>Autumn 2019</p>	<p>Engagement levels, staff input.</p> <p>Response, number of articles, engagement.</p> <p>Feedback, temp check survey, links to staff survey.</p> <p>Feedback, take-up.</p> <p>Feedback, take-up.</p>
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<p>Equip line managers to have conversations about mental health</p> <p>How will you ensure all of your line managers feel comfortable discussing mental health with their line reports?</p>	<ul style="list-style-type: none"> • Explore the introduction of Wellness Recovery Action Plans (WRAPS) as a tool for all line managers. • Explore the introduction of a wellbeing component in Mandatory line manager and line managing effectiveness training – should include boundaries, triggers, accountability, safe space and ensuring own wellbeing. • Introduce reflective journals as part of learning and development which incorporate mindful practice and reflectiveness. • Explore building wellbeing section into performance review. 	<p>HR</p> <p>HR/IC</p> <p>HR</p> <p>IC/HR</p> <p>HR</p>	<p>September 2019</p> <p>September 2019 As above</p> <p>In progress</p>	
<p>Provide information about mental health and signpost to support services</p> <p>How will you ensure your employees have easy access to information on mental health and where to find help?</p>	<ul style="list-style-type: none"> • Introduce intranet Wellbeing zone. • Provide hard copy information at events and talks. • Equip TTC champions with latest information and resources. • Regular communication and blog style pieces to encourage focus on different aspects of mental health and related support available. 	<p>IC</p> <p>IC</p> <p>MS</p> <p>IC/TTC Champions</p>	<p>September 2019</p> <p>Regularly</p> <p>On pledge signing</p>	



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Tell the world about your Employer Pledge commitment!

Website summary

Once you have signed the Pledge we will add your logo to our pledge wall of [employer case studies](#) within **five working days** of your event. Please supply us with a summary of your pledge commitment and any activity you are planning on doing to accompany your logo. **Please note:** we may edit the text before it is published on the website.

Bristol, North Somerset and South Gloucester Clinical Commissioning Group (BNSSG CCG) is ambitious about equality, diversity and inclusion; and mental health is a key part of that. We aspire to be an employer of choice, where everyone has the opportunity to thrive. Our values are clear: we respect diversity, and we support each other. BNSSG is committed to supporting the mental health and wellbeing of all its staff, encouraging openness and fostering a collaborative and supportive culture.

We are mainstreaming our Time to Change action plan into our broader equality strategy, which will ensure it is understood and valued at every level of the organisation. We have already made headway in recruiting a number of TTC champions, who will be key in driving this agenda forward across the organisation, and developing new and different ways of raising awareness of mental health at BNSSG.

We will be holding a staff event to celebrate the pledge signing, which will incorporate the voices and stories of people with lived experience, and will promote our wellbeing offer and forthcoming TTC programme. We would like to sign the pledge on August 6th 2019 at our Governing Body meeting (afternoon), following a service-user led awareness session for the GB in the morning. The pledge will be signed by our Chief Executive Julia Ross.

Have you:



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- ✓ Completed your action plan?
- ✓ Written a website summary of your activity?
- ✓ Got a copy of your logo in JPG format?
- ✓ Arranged a date for your signing?
- ✓ Got the name of who is signing the pledge on behalf of your organisation?
- ✓ Arranged a location for the signing?

If the answer to all of the above is yes, please submit this information to our website [here](#).