
Health and Wellbeing Pulse Survey (HWB) Report

Executive summary

This paper provides the PRC with updates on the outcome of the Health and Wellbeing pulse survey undertaken in February 2021. It includes responses and a proposed action plan on future H&WB initiatives for PRC to discuss and agree.

Decision	PRC are asked to discuss the paper and provide any feedback on the actions planned for future H&WB activities
Next steps	N/A
Strategic aims	This report is relevant to strategic priority 5.
Financial and resource implications	MHFA's refresher training Wellbeing hour – 3 hours over 3 months
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HCPC Health and Well-Being Pulse Survey Plan

1 Introduction

The Health and wellbeing Pulse Survey took place in late February 2021. The aims of the Health and Well-being Survey were to help identify any common factors within the organisation and generally discover how employees are currently feeling, which initiatives they mostly valued and identify new ways to support their health and well-being.

The overall results and data tables have been published on the intranet. This paper sets out the top-level results, the areas for improvement and the resulting action plan. 131 Employees participated in the survey. The rating scale was 1-5, 5 being *Highly Agree*.

2 Top 5 results

The key results are:

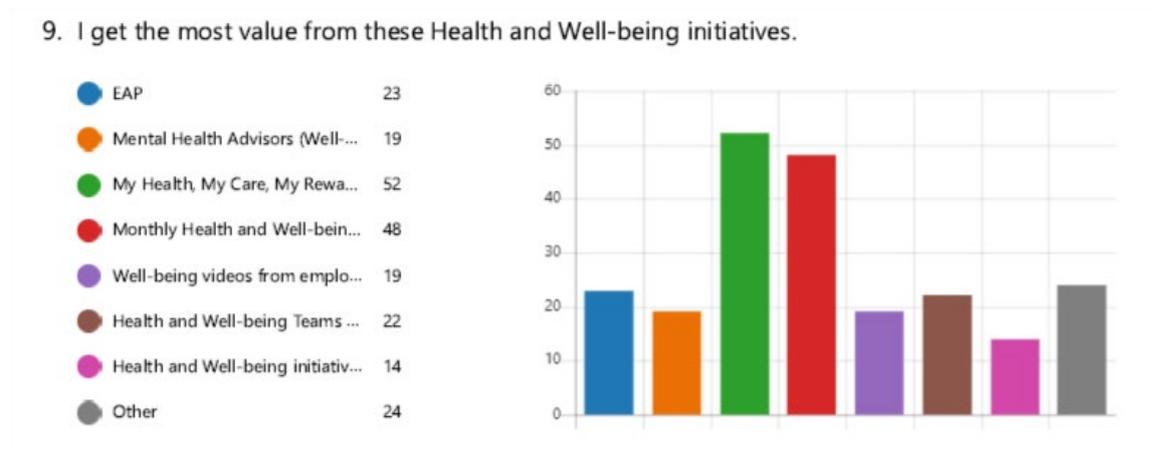
1.	I am aware of how to take care of my Health and Well-being.	4.16 Avg
2.	I am satisfied that my current flexible working arrangements supports my Health and Well-being.	3.75 Avg
3.	I am aware of the Health and Well-being offerings which are available to me at HCPC.	3.74 Avg
4.	I understand the steps HCPC is taking to ensure my Health and Well-being at work.	3.61 Avg
5.	I am confident in talking to someone at work about my Health and Well-being.	3.36 Avg

3 Overall Feedback

The results of the survey identified that our employees are aware of how to take care of their health and wellbeing and were able to make use of the health and wellbeing initiatives made available to them at the HCPC. The diagram below (table 1) is a snapshot of the results of the initiatives which are most valued. It is clear that the 'My Health, My Care, My Reward' platform along with the monthly health and wellbeing newsletter were regarded as the top 2 valued initiatives. However, it is also important to note that employees have acknowledged other initiatives which HCPC are offering and therefore this can be regarded as a positive step forward.

Table 1

Initiatives most valued



4 Areas for improvement

Whilst the outcomes of the survey highlighted really positive areas within Health and Wellbeing, it also identified areas for improvement.

We have grouped them into themes and analysed the feedback. The themes are:

- Wellbeing
- Social
- Communication
- Benefits

5 Action plan

It is encouraging that we have received various ideas from colleagues across the organisation on how to improve the health and wellbeing of our employees. However, as it is not feasible to undertake every idea, the action plan focuses on activity where it is felt the most impact will be, which is based on recurring trends in topics.

These areas have also been aligned with HCPC’s values and contribute to delivering on of the priority areas of the Corporate Strategy - Build a resilient, healthy, capable and sustainable organisation

Given the broad topics and many ideas from colleagues, the action plan will be implemented over a one-year period to allow time for activity to take place including existing initiatives and for colleagues to see whether improvement has taken place.

HR will review the progress of the action plan alongside the People Strategy. Updates will be provided to all employees through channels such as news articles, all employee meetings and the Health & Wellbeing Newsletter.

Category/ Value	Aim	Plan of Action	Delivered By	By when	Performance Measures/ Outputs
Wellbeing - Compassionate	To create a structure for day-to-day support available for line managers and staff to help improve their own and others health and wellbeing.	Develop a Health and Wellbeing Framework and associated processes that provides guidance and support to managers on supporting staff wellbeing. This will include: Stress management and Wellness Action Plans (WAPs)	HR - Wellbeing Team	Q1	Management and employee toolkit designed and rolled out and reviewed after 6 months to see how often this has been accessed, plus survey to see how managers feel it has helped them
	To support managers on how to tackle and support employee wellbeing.	Include staff wellbeing in training plans for managers, where appropriate including how to promote the wellbeing of staff, tackle the causes of work-related mental health and support staff who are experiencing a	HR & L&D	Q3	HWB related manager training and workshop sessions e.g. absence management training. A reduction of long-term sickness and an increase in rehabilitation into the workplace.

		mental health problem. Develop Managers Action Set Groups			Encouraging managers to speak to each other in confidence.
	To ensure that the existing Mental Health Advisors are provided with a refresher training.	Arrange for MHFA refresher courses for those qualified – in particular focus should be placed on homeworking and escalating issues and signposting as relevant. (e.g. if someone says they have suicidal thoughts)	L&D and external training provider	Q4	Current and relevant knowledge on how to provide support for employees to maintain good mental health conditions in the workplace. That employees are aware of who the MHA are and how to contact them
	To increase the emphasise on wellness.	Introduce 'An hour for wellness' initiative – go for a jog, exercise, cook, sleep do something good for you! Every last Friday over the summer months (June-Aug)	Management	Q2	An engaged and healthy workplace.
	To provide a physical and cultural environment that enables and actively	Ensure opportunities and appropriate initiatives are	HR - Wellbeing Team	Ongoing	An engaged and healthy workplace.

	promotes health and wellbeing.	available for staff to be physically active both in and out of work.			
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Category / Value	Aim	Plan of Action	Delivered By	By when	Performance Measures/ Outputs
Social - Inclusive	To increase the level of interaction amongst employees by introducing group activities to bring people together even if it is just virtually and in person in the near future.	Virtual fun events e.g book/movie clubs or art clubs	EDI and Engagement Officer	Ongoing	A collaborative and engaging workforce.
	To create an exciting and topical all employee meeting	Arrange for social meetings with motivational speakers	HR/ Comms/ SMT	Q2/3	An engaged workforce understanding their importance and relevance to the HCPC.

Category/ Value	Aim	Plan of Action	Delivered By	By when	Performance Measures/ Outputs
Communication - Fair	To create/develop an Employee Engagement Plan which outlines the most effective ways of communicating	Create a communications and engagement plan which will ensure key messages are	HR	Q1	An increase in the use and participation of the HWB initiatives.

	messages about health and wellbeing with employees, with the aim of changing behaviour and increasing uptake.	delivered across the workforce, particularly linking all HWB channels to each other.			
	To develop more targeted interventions to engage with employees working remotely.	To arrange fortnightly teams calls with randomly selected groups of 10 people across the organisation. These calls would allow employees to cross paths with colleagues they wouldn't normally talk with. Conversations could be topical.	HR	Q2/Q3	Working remotely, employees miss that day-to-day communication they would get in the office, so this would be an opportunity to replicate that as much as possible whilst working from home bringing the social aspects of communication back into the working day.

Category / Value	Aim	Plan of Action	Delivered By	By when	Performance Measures/ Outputs
Benefits - Enterprising	To develop new policies to support new ways of working in the future post Covid	To introduce new policies and update existing policies which will provide employees guidance on what the 'new	Exc CS Directorate	Q2	The new policy will assist employees with their work life balance.

		norm' and ways of working will be.			
	To introduce new recognition initiatives	Create alternative monetary and non-monetary recognition benefits which apply to all employees	HR	Q1	A recognised, engaged and enthusiastic workforce delivering outputs aligned with HCPC values.

The results of the survey also found that some employees would like to see HCPC introduce access to massage and yoga sessions.

These initiatives were being considered in early 2020 prior to remote working. However, we are unable to action these plans until we have a better indication on what office life would look like going forward. Therefore, we will revisit such initiatives as and when appropriate.

The survey also highlighted concerns with recruitment and retention and performance targets. The fact that these are not outlined in the action plan does not mean that these concerns are any less important, indeed as they are so important HCPC has invested heavily in FTP and work is currently underway with PWC to address these issues, and as such will not be covered in this report. However, if there are any employees who have specific concerns or questions, then we encourage them to either speak with their line manager or with HR.