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Our ref: FOI-19-130

3 June 2019

Ms Vida Douglas

Email: [request-569967-ae495f57@whatdotheyknow.com](mailto:request-569967-ae495f57@whatdotheyknow.com)

Dear Ms Douglas

Further to your access to information request received on 29 April 2019 please find attached the University's response in relation to your request for information about staff wellbeing in Higher Education.

The information requested is as follows (covering the last 12 months):

1. **The job title of the senior manager with lead responsibility for staff wellbeing in the University.**  
University Executive Board has lead responsibility and Head of Reward has responsibility for co-ordination.
2. **The number of mental health specialist staff available within the university to support staff wellbeing.**  
All mental health specialist services are outsourced.
3. **A copy of the University's Policy (procedures)/other relevant document(s) to support the wellbeing of staff.**
  - a. Queen's University Corporate Plan 2016 – 2021 (attached)
  - b. Health & Wellbeing site is still being developed but does provide links for support - <https://www.qub.ac.uk/directorates/HumanResources/pay-rewards-and-benefits/health-and-wellbeing/>
  - c. Managing Stress Toolkit - <http://www.qub.ac.uk/directorates/HumanResources/managers/sickness-absence-toolkit/managing-stress/>
  - d. Occupational Health - <http://www.qub.ac.uk/directorates/HumanResources/employees/occupational-health/>
  - e. Family Leave Policies - <http://www.qub.ac.uk/directorates/HumanResources/managers/leave-toolkit/family-leave/>
  - f. Flexible Retirement - <http://www.qub.ac.uk/directorates/HumanResources/leaving-the-university/>
  - g. OMNI - <https://www.qub.ac.uk/sites/StaffGateway/News/QueensStudentsUnionlaunchesOMNIstudentMentalHealthcampaign.html>

4. **The type of services offered to support staff wellbeing in the University**
  - a. Occupational Health Service
  - b. Employee Assistance Programme (counselling for a range of issues that may affect our staff - Alcohol problems; Anxiety or Depression; Bereavement; Bullying and Harassment; Debt problems; Drug related problems; Employment concerns; Experience of a traumatic event; Family worries; Personal relationship problems; Stress at work or at home). This service is completing anonymous as no referral required, and includes a helpline, available 24/7.
  - c. Calendar of wellbeing activities:
    - i. Lunch & Learn information/awareness raising sessions
    - ii. Staff Choir
    - iii. Physical activity classes
    - iv. Employee networks (Carers, LGBT+, etc)
    - v. Training (Stress control, mood matters, etc)
5. **The number of referrals to services offered where staff wellbeing was a primary reason for the referral**

319
6. **Staff take up (number) by each service offered to support staff wellbeing.**
  - a. Occupational Health Service – 203
  - b. Employee Assistance Programme – 116
  - c. Wellbeing activities – 1,500

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Compliance Manager c/o [info.compliance@qub.ac.uk](mailto:info.compliance@qub.ac.uk). Please remember to quote the reference number FOI-19-130 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Sandra McDonald  
Information Compliance Unit