



17 December 2018

Email: request-533158-4af0e079@whatdotheyknow.com

Dear Vida Douglas,

FREEDOM OF INFORMATION REQUEST

Thank you for your request for information received on 16 November 2018 about staff wellbeing.

The University's response is provided below.

I am writing to request information under the Freedom of Information Act 2000. I would be interested in any information held by your organisation regarding my request on staff wellbeing in Higher Education (HE).

I would like to request the following information, covering the last 12 months:

1. The job title of the senior manager with lead responsibility for staff wellbeing in the University.

[Debbie England, Director of Human Resources and Organisational Development](#)

2. The number of mental health specialist staff available within the university to support staff wellbeing.

[We outsource our Occupational Health and Employee Assistance Programme \(which gives all staff access to 24/7/365 access to telephone counsellors\) to third party providers.](#)

3. A copy of the University's Policy (procedures)/other relevant document(s) to support the wellbeing of staff.

[The University launched its Mental Wealth First Strategy earlier this year. Our strategy takes a whole university approach for staff as well as students that is positive, proactive and preventative. Further details can be found via the following link from the University's website:](#)

<http://www1.uwe.ac.uk/about/mentalwealthfirst.aspx>

[Specific guidance is available for staff via the University's intranet as follows:](#)

- [Guide to Mental Health at Work, which includes the document 'Supporting Mental Health at Work'](#)
- [Mental Health at work for managers](#)
- [Overview of the Employee Assistance Programme](#)
- [Time off for health related appointments](#)

[The relevant pages have been downloaded and are attached as Annexes A – E of this response. Redactions have been made to avoid the possibility of providing data which could](#)

be linked to individuals and thus releasing their personal data. The information is withheld under Section 40(2) of the Freedom of Information Act.

4. The type of services offered to support staff wellbeing in the University

- a. Healthy University** - UWE Bristol is a member of the UK Healthy Universities Network, which, as part of a global movement, supports its members to develop and implement 'whole university' approaches to health, wellbeing and sustainability. Activities include:
 - 'Feel Good February' every year, with engagement from over 10,000 staff & students in 2018. Feel Good February is a month of free events that promote wellbeing including Mindfulness, Meditation, mental health awareness stalls, free music lessons, free Chiropractor posture assessments, free exercise classes, wellbeing walks, Mindful Eating workshops, and much more.
 - 'Feel Good' event programme throughout the year. In October, for World Mental Health Day, we ran a Staff Wellbeing Recharge Event with over 250 staff attending, to inform staff of the wellbeing offer for them and give them a chance to try some relaxation activities
 - Publishing a 'Feel Good Focus' on the Staff Intranet every month with dedicated wellbeing advice for staff, and promotion of the EAP & Health Centre to staff
 - Wellbeing Walk every Wednesday to give staff a space to meet other staff, talk, and enjoy the therapeutic benefits of walking
 - Co-ordination with external providers such as Chiropractors, Reiki & Reflexology practitioners, Masseurs, to provide free taster sessions for staff on campus
 - Promotion of the range of wellbeing activities and services on offer for staff on our campuses in a Feel Good Offer document, which is presented at all new staff welcome fairs
- b. Occupational Health** - Occupational health (OH) provide independent advice to help managers manage sickness absence and deal with health issues while balancing the requirements of work. The University works in partnership with Medigold Health OH provider. Managers can refer staff for an appointment with an OH nurse adviser for advice on fitness for work and recommendations for suitable workplace adjustments. Involving OH at an early stage can help to support staff and facilitate an early and sustained return for those absent from work
- c. Support Service for Disabled Staff** - The University works in partnership with the West of England Centre for Inclusive Living (WECIL) ([external link](#)) to provide advice and support on a referral basis on disability-related matters, including reasonable adjustments, access to work and mental health.
- d. Employee Assistance Programme** – UWE Bristol staff have access to the Employee Assistance Programme (EAP), which provides proactive, practical information and emotional support to help staff to manage and reduce the impact of all of life's events, both at home and at work. This can be accessed by 24/7/365 helpline or website.
- e. Wellbeing training courses**
- f. Staff networks** - Staff networks fulfil various functions including providing opportunities for social interaction, peer support and personal development which can contribute to the wellbeing of staff. They bring together people from

all faculties and services who identify with a group relating to one of the protected characteristics (age, disability, gender, gender identity, marriage or civil partnership, pregnancy or maternity, race, religion or belief, and sexual orientation) and/or staff with a common interest. Staff are entitled to attend meetings of these networks in their working time for up to 15 hours a year.

5. The number of referrals to services offered where staff wellbeing was a primary reason for the referral

- a. Occupational Health – 203 (this is in the last 12 month reporting period for our providers).
- b. Support Service for Disabled Staff – 22.

6. Staff take up (number) by each service offered to support staff wellbeing.

- a. Employee Assistance Programme – 154 helpline enquiries and 908 visits to their website.

| b. Learning Activity | Participants |
|--------------------------------------|--------------|
| Mental Health Awareness for Managers | 40 |
| Mental Health Awareness for Staff | 64 |
| Resilience and Wellbeing at Work | 97 |
| Stress Awareness for Staff | 94 |
| Managing Stress in the workplace | 164 |
| Grand Total | 459 |

Please provide the above information in the form of electronic files.

The information has been provided to you via this electronic Word file, and via electronic pdfs.

If you are dissatisfied with the way in which your request has been handled, you may request an internal review and should contact me again in the first instance.

If you then believe that your request has not been dealt with properly, you may apply to the Information Commissioner for a decision at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

J Anstee