



COMMUNITY
SPORTS
FOUNDATION

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MENTAL HEALTH & WELLBEING

JUNE



MENTAL HEALTH & WELLBEING

Scope

This policy and procedure is for all staff and volunteers who form part of the Norwich City Community Sports Foundation (“Foundation”) workforce. This includes agency workers, temporary workers, and consultants.

Policy

Mental health is as important as physical health. The Foundation is committed to the protection and promotion of the mental health and wellbeing of all staff.

The Foundation will continuously strive to improve the mental health environment and culture of the charity by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to its employees.

The Foundation will continuously strive, as far as is reasonably practicable, to promote mental health throughout the organisation by establishing and maintaining processes that enhance mental health and wellbeing.

See the Foundation’s commitment to positive mental health as presented in the ‘Objectives’ section.

Procedure

How Does the Foundation Promote Positive Mental Health and Wellbeing?

The Foundation has several ways to promote and support your mental health in the workplace:

- Newly created Welfare and Wellbeing Manager post. The Welfare and Wellbeing Manager will promote and implement strategies to enhance mental and physical health, fostering a supportive and positive working environment.
- Welfare support conversations can be arranged with the Welfare and Wellbeing Manager for any staff member. These might be one-off conversations or more regularly if you would prefer.
- The Welfare and Wellbeing Manager is supported by Mental Health First Aiders. Supportive conversations can also be arranged with these roles too for any staff member. These might be one-off conversations or more regularly if you would prefer.

- Every staff member can take an additional 30 minutes in their day for wellbeing activities; this might be, going for a run, reading a book, practicing yoga, etc. Please make sure your line manager is aware.
- Organised workplace activities, such as Pilates classes, after-work casual football, and a book club.
- All staff members over a year's service receive an additional day called a 'celebration day'. This could be used for a birthday, anniversary, special occasion.
- Training opportunities for staff to become 'Mental Health Champions'

What If I'm Struggling with My Mental Health?

If you are struggling with your mental health or have concerns, it is important that you speak to the right people that you feel comfortable with.

Any staff member can access support from the Welfare and Wellbeing Manager.

We would also suggest you speak to your line manager. However, if you don't feel comfortable doing this or your line manager is part of the issue, you should speak directly with the Welfare and Wellbeing Manager.

The Welfare and Wellbeing Manager can mediate where required and support you in sharing concerns further within the Foundation.

Anything you share will be kept confidential, in so far that it will be 'need to know' with your permission. It is likely to be recorded on the secure and confidential system 'Confide' and will be recorded under 'CSF Confidential'.

The Foundation commits to the following regarding staff's mental health:

- Treating you fairly and consistently
- Managing a return to work if you have experienced mental health problems and, where possible, provide a phased return to work
- Giving non-judgemental and proactive support (see below)
- Making sure that you are aware of the external support (see below)
- Supporting you to find suitable and alternative employment, by speaking with you, where it may not be possible to return to your original role
- Treating all matters relating to you and your mental health with the strictest confidence and share on a 'need to know' basis with your consent

Receiving External Support for Your Mental Health

As well as internal support, you may be signposted to seek external support as well, such as:

- Seeking advice through your GP
- Seeking advice through Occupational Health
- Specialist charities, for example: MIND
- Sharing your concerns with friends and family
- Speaking with counsellor via the Employee Assistance Programme (this is independent and confidential)

Objectives

Mental Wellbeing

1. To create a supportive workplace culture, tackle factors that may have a negative impact on mental health, and ensure that managers have the right skills to support staff.

Actions

- Provide staff with information on mental health issues to help raise awareness
 - Deliver non-judgemental support to anyone experiencing a mental health issue
 - Ensure staff are aware of the Mental Health First Aiders and consider additional 'Mental Health Champions'
 - Ensure the Mental Health and Wellbeing policy is easily accessible
 - Include Mental Health and Wellbeing within any new starter induction
 - Promote different activities and opportunities for staff to use their daily 30-minute wellbeing time
 - Ensure that deadlines and targets are realistic to prevent long working hours
 - Deal with conflict quickly to avoid bullying, harassment and discrimination
 - Ensure good communication between managers, staff, and teams
2. To provide support and guidance for any members of staff experiencing mental health issues
 - Consider and check how working conditions and policies are impacting mental health
 - Treat staff members with mental health issues fairly and consistently
 - Encourage staff to talk to one of the Mental Health First Aiders, Occupational Health, a Counsellor, or their GP
 - For long term sickness, support a phased returned to work
 - Treat all matters relating to staff mental ill health in the strictest confidence and only share with permission from the staff member
 3. To encourage the employment of people who have experienced mental ill health
 - Show a positive attitude to employees and applicants with mental health issues; for example, by having positive statements in recruitment information

- Provide all staff involved in the recruitment processes have knowledge of the mental health issues and the Disability Discrimination Act
 - Avoid assumptions that those with mental health issues will have more time off or be more likely to suffer from stress than other people
 - All line managers should receive mental health aware training and have the skills to manage mental health in the Foundation
4. To recognise that workplace stress is a health and safety issue
- Know the workplace stress factors/scenarios and carry out risk assessments of the business
 - Provide training in good management practices
 - Provide managers with resources to be able to implement the Foundation's mental health and wellbeing policy
 - Ensure staff know who the Foundation's Welfare and Wellbeing Manger is as well as who the Mental Health First Aiders are and how to access the Employee Assistance Programme

Wellbeing Activities

1. To raise awareness of the importance of wellbeing activities for managing stress and maintaining mental wellbeing
 - Share information about the wellbeing opportunities, e.g., weekly Pilates classes, football matches, book clubs, etc.
 - Provide short briefings of different wellbeing activities that staff could try
2. To recognise that workplace stress is a health and safety issue
 - Provide information on local gyms, classes, and sports facilities
 - Encourage the lunchtime activity groups
 - Provide details on the UK's Cycle to Work scheme

Healthy Eating

1. To raise awareness of the importance of healthy eating for both physical and mental wellbeing
2. To encourage and support staff in making healthier eating choices
 - Encourage staff to eat their lunch away from their desks
 - Ensure staff are aware of the fruit provision in the Players' Lounge
 - Provide access to cold water in all offices and meeting rooms



Communication

All staff will be made aware of this mental health and wellbeing policy and additional resources.

Reviewing and Monitoring

The Foundation's Chief Executive Officer has overall responsibility for this policy. This policy has been endorsed by the Foundation's Board of Trustees.

Line managers will be responsible for the day-to-day implementation of this policy.

The effectiveness of this policy can be measured through:

- Staff feedback
- Mental Health and Wellbeing at work risk assessment
- Staff sickness, presenteeism and staff turnover levels
- Exit interviews
- Use of occupational health or counselling services
- Staff complaints or referrals
- Feedback from the Foundation's Welfare and Wellbeing Manager

To ensure it stays relevant, the policy will be reviewed 12 months after the policy start date, then every year after that.

Date: June 2023