# Wellbeing Strategy

December 2019

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**Introduction**

Employee wellbeing is that part of an individual's overall wellbeing that is determined by their work and can be influenced by workplace interventions. It relates to all aspects of working life, including how satisfied employees are with their work, their sense of purpose, how in control of their work they feel, and how well they can balance their work with their home life.

The Crown Office & Procurator Fiscal Service (COPFS) is committed to providing a heathy working environment that promotes and protects the physical and mental wellbeing of its employees. We will do all we can to enable employees to stay well, to support them in the most appropriate way when they are unwell, and to create a culture where employees look after and support one another.

The Employee Wellbeing Strategy meets our overall organisational objectives of Delivering High Quality Casework, Supporting Our People and Improving Our Service.

The Employee Wellbeing Strategy also promotes the COPFS Values of Being Professional and Showing Respect, and supports the Fair Futures vision:

"To continue to develop COPFS as a service where our people feel valued, trusted and supported to contribute to organisational success and lead fulfilling working lives and where this is reflected in our high performance and aspiration".

**Aims and outcomes**

Our aims are to:

1. Promote a healthy working environment where our employees can thrive;

2. Support the physical, mental and social wellbeing of our employees;

3. Encourage and support our employees to develop and maintain a healthy lifestyle;

4. Improve employee engagement as measured in the Civil Service People Survey.

Achieving our aims will help deliver the following outcomes:

1. A happier, more engaged and more productive workforce.

2. Employees who take advantage of flexible and alternative working arrangements and the many wellbeing initiatives we offer.

3. Healthier employees who take fewer sick days.

4. More contented employees who are less likely to leave COPFS.

**Promoting Wellbeing**

We promote wellbeing in three main areas:

- Psychological wellbeing

- Physical wellbeing

- Social wellbeing

For each area of wellbeing we will put in place and promote to our employees:

- Policies, processes and guidance

- Internal wellbeing initiatives

- A range of resources available for those who need them

Current and proposed initiatives to support each of these areas can be found in the Action Plan.

**Measurement and evaluation**

We will measure how effectively we are supporting our employees' wellbeing using these metrics:

- The number of work absences due to ill health - with an aim of reducing this to comparable levels with the wider Civil Service;

- The number and type of Dignity at Work cases;

- Analysis of flexible working requests;

- Ongoing monitoring and assessment of available wellbeing initiatives and services;

- Analysis of wellbeing and engagement data from the staff survey;

- Review of comparable data (year-on-year);

- Reviewing relevant HR data, including stress, support services referrals, exit interviews etc;

- Number of views and engagement rates for intranet articles related to wellbeing activities.

HR will prepare an annual report to the Corporate H&W Committee to report on progress against this strategy, to determine success and to direct future initiatives.

**Roles and Responsibilities**

**Senior Managers** are responsible for:

- Providing a safe and healthy working environment that supports employee wellbeing;

- Promoting effective people management.

**HR** is responsible for:

- Putting in place policies that support wellbeing;

- Ensuring that all employees have fair and equitable access to wellbeing resources;

- Monitoring, evaluating and reviewing the Wellbeing Strategy and associated initiatives;

- Raising employee awareness of the COPFS Equality Ambassadors and Staff Networks;

- Routinely monitoring employee wellbeing.

**L&D** is responsible for:

- Providing training on managing stress, building resilience and raising mental health awareness.

**Managers** are responsible for:

- Implementing safe systems of work to safeguard employees' health and wellbeing;

- Discussing employee wellbeing during quarterly conversations;

- Ensure employees complete any mandatory health and safety training;

- Supporting employees with health problems and signposting them to support services;

- Actively promoting employee support services within their teams;

- Ensuring effective communication between management and employees;

- Actively monitoring employees' workloads to ensure they are manageable;

- Actively monitoring employees' working hours and annual leave to ensure that they work appropriate hours and take regular breaks to promote wellbeing;

- Consistently applying COPFS policies that affect employee wellbeing;

- Recognising how their management style can affect employee wellbeing;

- Conducting risk assessments and stress risk assessments, where appropriate, and ensuring that recommended actions are implemented, monitored and reviewed;

- Maintaining employee confidentiality.

**Everyone** is responsible for:

- Taking personal responsibility for their own health and wellbeing, including cooperating with their manager on measures designed to promote wellbeing;

- Ensuring that they complete any mandatory health and safety training;

- Contacting their GP if they are concerned about their health;

- Alerting their manager to health and wellbeing concerns of themselves or colleagues, raising any personal wellbeing issues in their quarterly conversations;

- Taking due care of the wellbeing of the people with whom they come into contact;

- Taking advantage of wellbeing resources, where appropriate;

- Promoting and supporting wellbeing in their workplace;

- Participating in wellbeing initiatives, where appropriate.

The **Corporate Health & Wellbeing Committee**, which is chaired by the Deputy Chief Executive and comprises representatives from HR, the TUS, Health & Safety, Business Management and Corporate Communications, is responsible for:

- Promoting health and wellbeing within COPFS, effectively communicating health and wellbeing initiatives, support services and resources;

- Monitoring occupational injury, incident and ill health statistics and trends and making recommendations for improvement;

- Designing and ensuring delivery of Health and Safety training courses/material and ensuring employee completion/participation;

- Designing and delivering any required support for employees arising from the performance of their duties (e.g. vicarious trauma services and Employee Assistance Programme);

- Monitoring work-related sickness absence data and recommending action to address any identified issues or trends (if appropriate);

- Overseeing the completion and compliance of Health and Safety audit reports and ensuring any recommendations made are fully implemented;

- Ensuring reports into serious incidents at work are produced and recommendations to prevent future occurrence are identified and addressed;

- Recommending process changes required as a result of any legislative changes to Health and Safety obligations;

- Considering and promoting national wellbeing initiatives.

The **Sheriffdom Health & Wellbeing Sub-committees** are responsible for:

- Promoting Health & Wellbeing in their areas;

- Generating ideas for promoting and improving health and wellbeing locally;

- Delivering health and wellbeing initiatives locally.

The **COPFS Health & Wellbeing Champion** is responsible for:

- Promoting health & wellbeing within COPFS;

- Encouraging employees to become involved in improving health & wellbeing at COPFS;

- Raising awareness of health and wellbeing initiatives and services at COPFS.