



Healthy Me Healthy Communities CIC



About us

For over 10 years, HMHC has been developing neighbourhood approaches and developing multi-sector partnerships, empowering people and communities.

Our approach creates quality services that make a **big difference** to people's lives, create **lasting positive change** for communities and influence and improve **practice & policy**



A taste of our work



foodies
creatives
thinkers
changemakers
collaborators
co-workers
freelancers
entrepreneurs

foodhub
activities
workshops
events
training
co-workspace
venue-hire
garden

healthy me
Gorton Central

- Gorton Central community-hub
- Community Grocer food insecurity programme
- Signposting & referral service
- Volunteer programme

- Learning Store
- Health research
- GM Ageing in Place Pathfinder project

- Making Manchester Community Forum
- Manchester Food Board
- Biomedical Research Council

Founder's Story

- Raised in a loving family experiencing the full impact of unemployment in 1980's North Staffordshire.
- Became a young carer at 13 with a parent with a long-term mental health condition requiring frequent unplanned hospitalisation.
- Required home tutoring to complete schooling and proud of my 5 GCSEs.
- Found a happy place in learning away from the trauma of family life and an acute stammer.
- Started a finance career and quickly moved to local authorities in adult education, regeneration and public health.
- Sudden death of a parent provided the catalyst to follow the dream of establishing a social enterprise addressing poverty, work and health.



Our approach & culture



- Healthy Me Healthy Communities recognises that poverty, inequalities and discrimination affect people's life-chances and outcomes.
- Everyday life is getting tougher for more people.
 - This includes the relationship between work and health, with poor health making getting into and staying in work more difficult.
 - And good employment contributes to good health and wellbeing.
- Healthy Me Healthy Communities goes beyond being a good employer:
 - Use our trauma-informed community approach to co-create pathways to good employment for people with health conditions and barriers to work.
 - Ethos of wrap around support for staff, considering individual motivations, challenges and opportunities.
 - Culture of continuous learning through training, coaching and mentoring to enable achievement & progression.

Our values

Passion	Loving what we do and the difference we make	Supporting a passionate Gorton resident to step into work and become a valued team member
Integrity	Always doing the right thing	10% cumulative pay increase for all staff from 2022-2023 to account for cost of living
Respect	Treating everyone with dignity and valuing difference and diversity	SME Workforce proud of 40% of staff having a disability, 40% from ethnic minority backgrounds and 30% identify as LGBTQIA+
Collaboration	Working together brings about better outcomes	Working with One Manchester to recruit residents experiencing barriers to work
Innovation	Looking at problems from a different angle	Establishing new pathways to widen recruitments and rewarding loyalty with promotions, during difficult workforce and sector conditions

Health & wellbeing in practice

Our culture in practice every day and for everyone, the 3Ps of good employment and wellbeing

Policy:

- Competitive pay, good holidays increasing by 1 day per year plus additional days
- Additional 2-days leave for birthday and wellbeing day, along with £100 budget
- Christmas closure with all staff receiving an additional paid week of annual leave on top of their annual allowance
- Real Living Wage employer implementing £12 uplift in October 2023 ahead of the national implementation date

Personalisation:

- Flexible working policy with staff benefiting from 9 in 10; 4 in 5 work and school/caring working patterns
- Reduced working hours from 37.5 to 35 hours with no reduction in pay, to facilitate flexible working practices
- Promote and support to staff access statutory and VCSE support services
- Employment Assistance Programme providing free counselling, coaching and legal advice to all staff.

Progression:

- Paid in-work time quality training opportunities with staff currently working towards level 6,7, and 8 qualifications
- Introduced pay-scales enabling staff to take up promotions by training and developing in post
- Provide paid placement opportunities

Business Impact

- Recruitment & Retention
 - Provides a wider pool of talent
 - Increased experts by experience knowledge
 - Growing our own talent
- Absence
 - Less than 2% absence levels
- Business Performance
 - 2023/24 record turnover and trading business surplus
 - New business partners and customers



OF
AGE

DON'T KNOW
THEY DON'T KNOW

RESIST

EMPOWER



REFLECT



ENGAGE

REALISE

Balancing person-centered approach with business priorities
Managing staff expectations
Maintaining boundaries between approaches to our work and developing staff



ACT

SHARE

- Embedding the link between wellbeing & performance across management.
- Clear business and service priorities, targets and performance monitoring.
- Business Delivery Plan
- Priorities thermometer
- Co-appraised performance & targets
- Discussing priorities, expectations and resources
- Training & coaching



VOLUNTEER



team
heroes

ADVOCATE

Being clear about we do, the difference we make, within the resources we have

Challenges & Solutions

Managing disciplinary issues

- Clear expectations
- Make use of informal options
- Use a HR professional service
- Independent investigations
- Go beyond statutory requirements
- Follow-up with wellbeing and management meetings

Navigating business & employment support

- Robust business plan
- Share the identified gap with support providers

Health & wellbeing – keeping it a priority

- Embed in mission, goals and values
- Organisational priorities and objectives
- Include in social value framework and measurements
- Involve trustees and directors
- Shared benefits for all staff
- Acknowledge & share success with board, staff and partners
- View as a solution not a task



Questions

MEMBER ?



People, Culture and Wellbeing
Quality Mark



Manchester City Council's approach to Health & Wellbeing

Kane Joyce
Head of Workforce Strategy





- Head of Workforce Strategy
- MSc in Human Resource Management
- Lead on EDI, Wellbeing, Talent & Learning & Development
- Passionate about making a difference through person-centered approaches to wellbeing & inclusion.

About the Council

We're the local government authority for Manchester and have teams across the city helping to make this a great place to live for everyone.

Our vision is for Manchester to be in the top-flight of world class cities

We are one of the largest employers in Manchester with **over 7,800** employees working across seven directorates:

- Adult Social Care
- Public Health
- Chief Executives
- Children's & Education Services
- Corporate Service
- Growth & Development
- Neighbourhoods

We're building a talented, diverse and healthy workforce that delivers excellent services to Manchester's residents, businesses and partners.

Why is employee Health and Wellbeing important?



- Investing in employee wellbeing leads to increased resilience, better employee engagement, reduced sickness absence and higher performance and productivity (CIPD, 2020)
- Supports organisations to attract and retain talent (People Management, 2021)
- Placing health and wellbeing at the heart of a business strategy makes perfect sense - it will help to improve productivity, improve staff retention and reduce presenteeism (Professor Sir Cary Cooper, 2022)
- Having a good-quality job is vital to protecting and improving health and wellbeing (Manchester Population Health Plan, 2018 – 2027)

...and for us at the Council, it's about ensuring our staff are in the best position to provide excellent services to our residents.

Our challenges

Sickness absence rates	over in the past 12 months, the Council has lost 89.8k days due to employee sickness absence.
Mental health (stress/depression)	mental health is the highest cause of employee absence in the Council. In the past 12 months, the Council has lost 34k days due to mental health related absence.
Staff experiences (annual Staff Survey insights)	staff report challenges in staff surveys with mental, physical and financial wellbeing.
Cost-of-living crisis	most of our workforce will be significantly affected by the cost-of-living crisis.
COVID-19	Covid-19 continues to impact and influence employee health and wellbeing.

Four core principles guide our approach:



- 1 Involve people:** Engaging with our workforce
- 2 Be evidence based:** Data and intelligence to inform decision making
- 3 Equality, Diversity & Inclusion:** embedded into the fabric of our approach
- 4 Accelerate our journey:** Focusing on the activities that will have the greatest impact



Employee voice at the heart of the plan

It's was only right that the voice of the workforce was at the heart of this plan.



We worked with volunteers to:



Understand the experiences of our workforce through interviews, conversations and analysing workforce intelligence and staff survey data



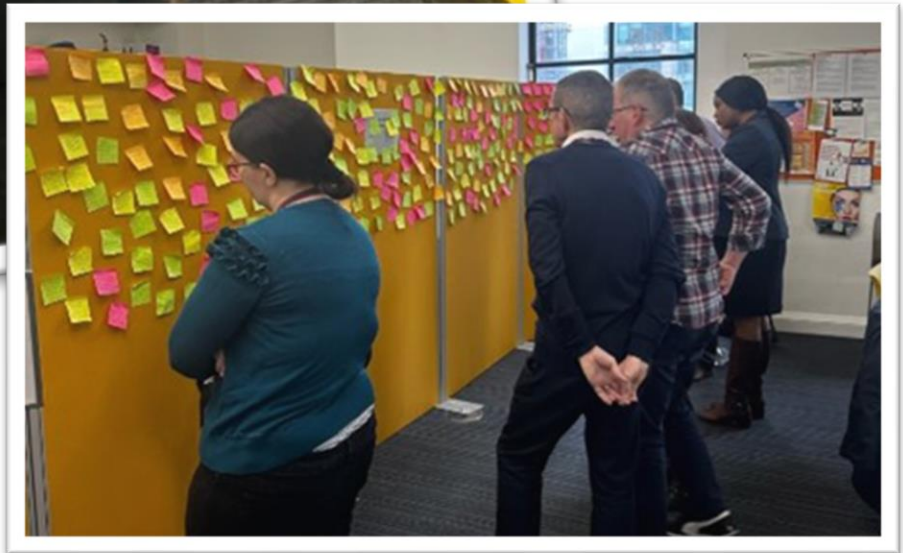
Used this research and engagement to establish what is working well, what isn't and where we needed to improve



Developed ideas and solutions to the problems that we identified; being solution focused to address our challenge



Identified our key priorities and the actions we need to take to improve workplace wellbeing.



Health and Wellbeing Plan.

2024–27

A healthy and high-performing workforce

here for you



Our priorities:



Promote and encourage good mental health and wellbeing.



Strengthen health and wellbeing communications and engagement.



Empower staff to make good physical health and lifestyle choices.



Grow our inclusive and accessible financial wellbeing offer.



Embed good wellbeing practices in our leadership.



Healthy and inclusive workplace.

Our approach is designed to:

- Transform our approach so that wellbeing is essential to everything that we do.
- Make clear our commitment to promoting and prioritising employee health and wellbeing.
- Create a safe and healthy work environment that fosters a culture of positive wellbeing.
- Strengthen our support to staff, managers and leaders.
- Ensure that wellbeing is seen as everyone's responsibility
- Shift our approach to prevention and early intervention.
- Improve the wellbeing of our diverse workforce.



Leadership commitment is key!

- **Senior Lead:** appointed a member of the Council's Executive Leadership team to lead on Employee Wellbeing
- **Directorate Leads:** a senior officer in each directorate to lead on health and wellbeing; ensuring the plan is embedded and local challenges are addressed.
- **Health and wellbeing board:** Established a corporate health and wellbeing board to provide assurance that action is being taken across the whole council to improve wellbeing and to monitor the strategy



Importance of good line managers...

The seven basics of line management



1. Be a role model for the values and behaviours of Our Manchester



5. Support your teams to be safe and well at work



2. Actively champion equality, diversity and inclusion



6. Manage resources in the best interests of our people, places and climate



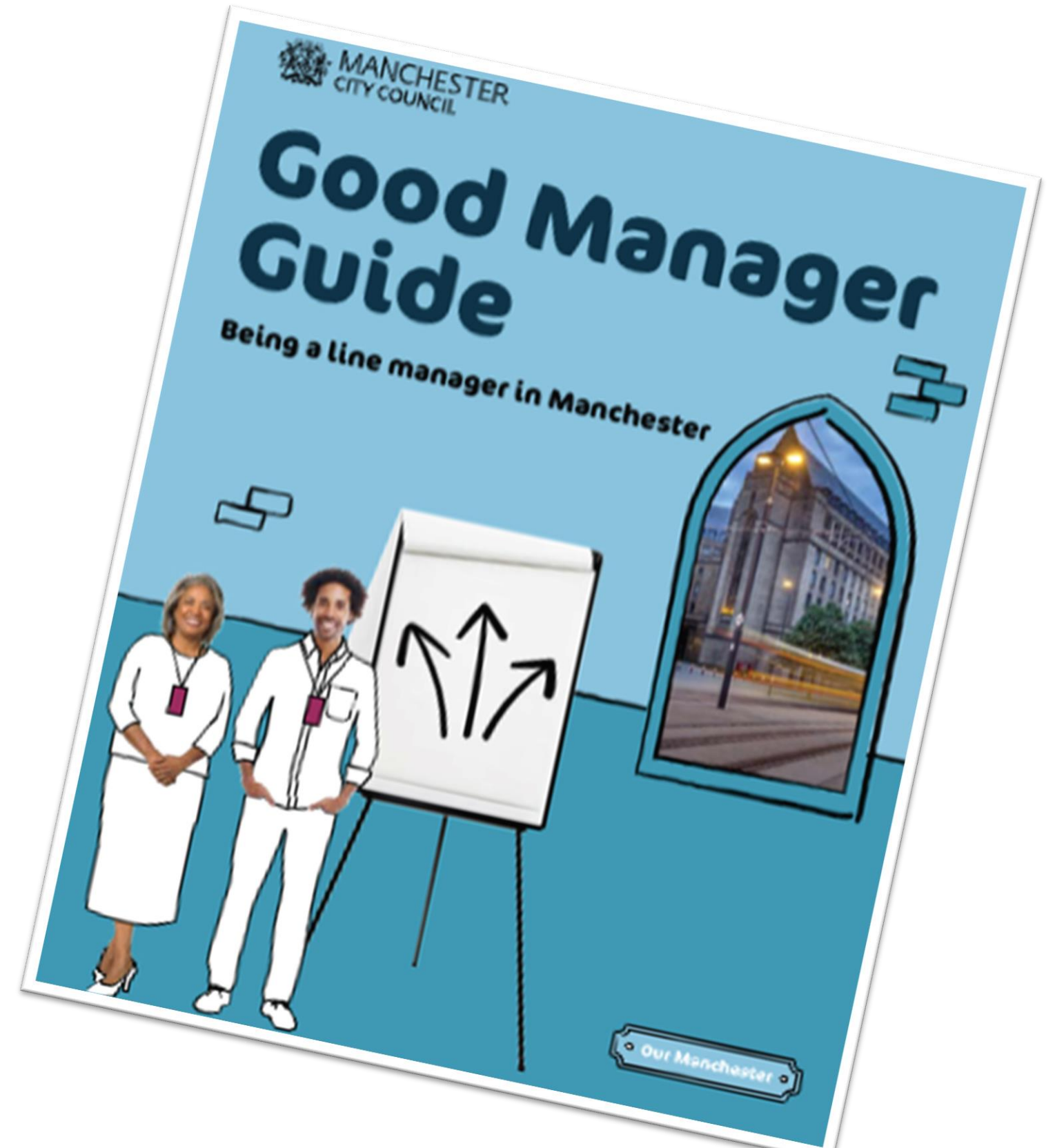
3. Recruit fairly and give your staff the best start



7. Protect information and use technology responsibly



4. Support your teams to do their job well



Some of the things we've done:

- Supported our leaders to embed, promote and prioritise wellbeing within services, service plans, service delivery and decision-making
- Invested in our line managers; ensuring they have the tools, knowledge and confidence to proactively manage the wellbeing of their teams.
- Working towards becoming a trauma informed, trauma responsive organisation
- Strengthened data and intelligence so that we understand the root cause of absence
- Organisational stress risk assessment which enables us to identify, assess, control and address factors that are influencing work-related stress
- Embedded and prioritised wellbeing conversations as part of 121 & appraisals
- Developed a strong financial wellbeing offer which includes salary advances, affordable borrowing, saving accounts and educational programmes
- Staff benefits aligned to cost of living (discount on essentials)

Workplace Adjustment Hub

We have recently launched a Workplace Adjustment Hub which provides high quality support, advice and guidance to disabled employees, employees with long-term health conditions and their line managers on workplace adjustments (reasonable adjustments).

The Hub has been co-designed with our Staff Equality Networks (e.g. Disabled Staff Network, Neurodiversity Staff Network, Mental Health Staff Network) to ensure the service is fit for purpose and meets the needs of our diverse workforce.

The outcomes of the service are:

- To improve the workplace experiences of disabled employees and employees with long-term health conditions
- To ensure disabled employees and employees with long-term health conditions can access and progress in employment.
- Streamline workplace adjustments; ensuring adjustments are implemented effectively and efficiently.
- To support disabled employees and employees with long-term health conditions to be safe, happy, healthy and successful.

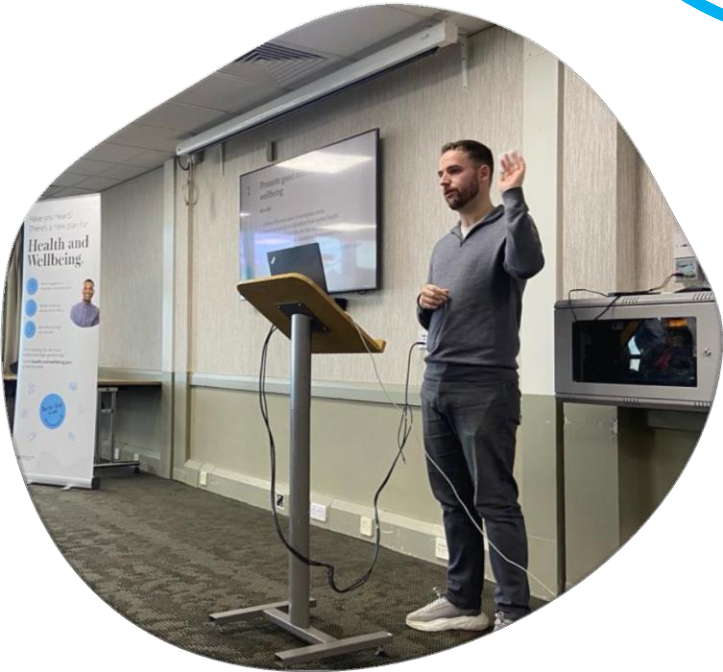
Engaged with over **1,800** staff face to face



60% open rate on our corporate campaign



4 city wide launch events reaching



Recruited over **100** ambassadors

100s of materials, posters and banners across our estate.

2,000+ staff have accessed our wellbeing pages

400 managers have attended managing Mental Health in the workplace

Health and Wellbeing.

-  More support to improve mental health.
-  Better financial advice and offers.
-  Benefits to help you thrive.

We're helping you be more healthy and high-performing.
Search **health and wellbeing plan**



Measuring the impact of our approach:

75%
said the Council provided good support in terms of mental, physical and financial wellbeing

79%
managers feel supported to be the best manager they can be by the organisation

84%
would recommend the organisation as a **great place to work**

Reduced
Sickness absence rates

84%
Said they know where to access mental health and wellbeing support

83%
feel like they belong in this organisation

84%
agreed they were getting **enough support from their manager**

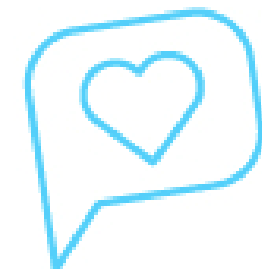
Celebrating our success...



...But we know we have got more to do, and we remain committed to improving the wellbeing of our diverse workforce

Key takeaways

- Health and wellbeing is **everyone's** responsibility.
- It's important that leaders demonstrate their commitment to health and wellbeing.
- A health and wellbeing strategy isn't a 'HR' strategy/thing - it's an organisational priority and critical to success.
- Work with the workforce to understand the good, bad and ugly around wellbeing and develop ideas and interventions – together.
- EDI and wellbeing are the same conversation.
- Prioritise addressing root causes



the forum

Your weekly all-staff news

MANCHESTER CITY COUNCIL

Welcome to this week's Forum. Every Tuesday we share news, updates and opportunities. If you have a story to share [contact the internal communications team](#).

February is Time to Talk Day, the nation's biggest conversation around mental health. We launched our [new Health and Wellbeing Plan](#) last week and mental health is the first priority. [Find out more about the plan at one of our Health and Wellbeing engagement sessions](#).

As well as our [Employee Assistance Programme \(EAP\)](#), there are lots of other places you can go for mental health support. [You can find all of this on the intranet](#).

Health & Wellbeing

Promote and encourage good mental health and wellbeing.



Blog of the week

This week is [Maternal Mental Health Awareness Week](#), a week-long campaign dedicated to talking about mental health problems before, during and after pregnancy.

Senior Test and Transition Analyst, Sonal Vasta was recently included in an exhibition called Untold Stories at Manchester Central Library that centred black and brown mothers' experiences.



Sonal spoke to us about her experiences and how we can better support our colleagues before, during and after their parental leave. [Read her full story on the Hive.](#)



Cost of living – managing your money

We understand that money troubles can often be the cause of stress, so we've been working with our financial wellbeing partner to offer you help to manage your money well. [Salary Finance](#) have seven top tips for becoming debt free and offer Council staff additional benefits and support. See how they can help you. [Visit their website](#) or [read more on the intranet](#).

Cost Of Living Support

staff spotlight

MANCHESTER CITY COUNCIL

Spotlight is a monthly round-up of all the great things colleagues are doing in and out of work. It's your chance to shout about what you or your team are proud of. Have you got a story to share? [Contact the internal communications team to be featured!](#)

Ramadan in the Community Safety & Compliance Team

Earlier this week, colleagues in our Community Safety & Compliance celebrated Eid by participating in a "Bring & Share" lunch. Dobir Mohammed Miah, Prevent Education Officer, brought people together from a wide range of backgrounds and encouraged them to celebrate together, get talking and, of course, enjoy some food. [Read the full](#)

-Thank you-
Any questions?



Story of the week

Cold and flu season is upon us, and we want to ensure that you all stay safe. As a Council employee, you can get a free flu jab, which will help protect you this winter. Hear how our Studio Design Team have made getting their flu jab an annual event!



"Every year in the design studio we and co-ordinate our flu jabs for a day and we're in the office. It's almost become a social event within the team! It's so easy to do in town; we can book at a chemist near the Town Hall and get done at lunch. It's quick, painless, as we can claim back £15 on expense, it's made easy for us. After all, no one wants the big blue guy on their chest!"

Find out [how to get your free flu jab](#) and remember if you are unwell to speak to your manager for support.

Greater Manchester Walking Festival

May marks the month of the Greater Manchester Walking Festival, celebrating walking, wheeling, and the joy of being active outside. Find out more about the festival and events that you can join in with. [Find out more on the festival](#) and get out and about more often? [Why not join our Staff Walking Group?](#)




GM Walking Festival 2024

Join our celebration of walking and wheeling this May

Benefit of the week

Save between 3-5% on your weekly food shop at a variety of high street supermarkets. With a weekly food shop of £60 this might only be £1.80-£3 a week, but in a year is between £100-£150! [Start saving now.](#)







Hopwood Hall College
& University Centre

Our Vision:

Bringing out
the best in you!

We work with our community and have restless ambition to raise aspirations by encouraging and enabling people of all ages.

We provide inspiring learning opportunities for all to thrive in life and work and make a positive impact across the Borough of Rochdale, Greater Manchester and beyond.

- FE College – Rochdale, Two campuses, 630 staff
- Health and Wellbeing is at the heart of our college vision, values and strategy and we have had this priority for many years.
- The College’s Vision is to “Bring out the Best on You” which focusses on providing opportunities for all to thrive in life.
- If our staff maintain good health and wellbeing, they will be best placed to support their students to do the same and thrive during their time with us and for the future.

Our Values



INTEGRITY

We do the right thing, our learners and our community are at the heart of all we set out to achieve. Our learner-centred approach underpins everything we accomplish.



NURTURING

We empower staff and learners to build autonomy and be the drivers of their own destinies, developing resilience, pride and confidence in life, learning and work.



ENJOYMENT

Success and achievements are encouraged, recognised and celebrated in our thriving college community.



AMBITION

We encourage learners and staff to have the courage to aim high, push their boundaries and achieve higher aspirations.



SUSTAINABILITY

We are continually working to create a sustainable college that demonstrates an agile curriculum, healthy finances and a positive impact on the environment and economy.

- **Integrity** - through which we ensure we're "doing the right thing"
- **Nurturing** - embedded throughout our leadership and people management as well as through our college-wide trauma-informed practice and ensuring that we are supporting each other
- **Enjoyment** - where we celebrate successes in our thriving community
- **Ambition** - to push the boundaries
- **Sustainability** - matters to people, cycle scheme, green car scheme, financial support, plant gift!



- Our organisational culture is described as inclusive by our staff. We would agree with this and see our organisation as a “community”.
- One of Hopwood Hall College’s (HHC) four strategic intentions is that we are ‘Champions of Inclusivity’.
- HHC acknowledges and celebrates the diversity of Rochdale and Greater Manchester, helping shape our college community as a welcoming and inclusive environment in which staff can be themselves and thrive.
- Our inclusive strategy applies to our people practices and policies, ensuring throughout the employment cycle, people can bring their whole selves when applying for a role or to their place of work each day, with different perspectives and backgrounds to enrich our learners and one another.
- Engendering a sense of “Belonging” is the key to H&WB in our organisation, our people see that we care about them and their wellbeing and that they are supported to maintain their own H&WB.
- Our staff are engaged and therefore give their absolute best / discretionary effort to contribute to and celebrate the success of the college and its students.
- We’re proud to be a good employer which to us means we’re living our vision and values in everything we do. As a good employer we attract and retain good employees who do good work which benefits our local communities of Rochdale and Greater Manchester.



The college's People Strategy has Health and Wellbeing as one of the eight strands for focus, acknowledging the strategic importance to the organisation. The key aspects of our strategy are:

- Nurture our people and prioritise the health and wellbeing of the workforce by offering wellbeing programmes, mental health and medical support, an Employee Assistance Programme and initiatives to improve work-life balance.
- Understand the challenges faced by staff in their own lives and support this through the delivery the Health and Wellbeing Strategy and Action Plan and supporting the five ways to wellbeing e.g. menopause, mental health, caring responsibilities.
- Create opportunities for enjoyment and celebration.
- Establish channels to enable open communication to resolve workplace issues which may impact on health and wellbeing for example, HR policy and process and the embedding of the Speaking Out policy.
- Understand the changing workplace environment and ways of working and their impact on workload. Leverage the use digital technologies to their best advantage to support the management of workload e.g. introduction of AI tools.

Our over-arching H&WB Strategy is simple in its aim:

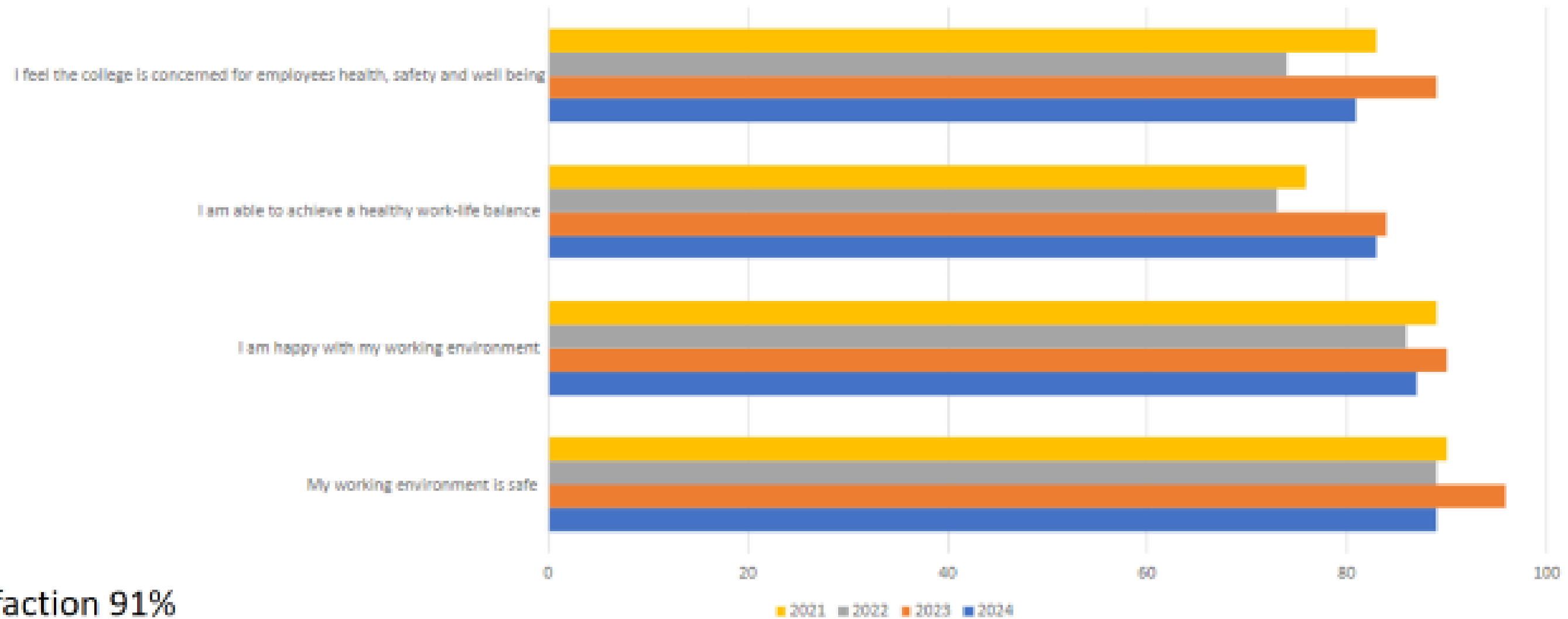
- To nurture our people so that they feel valued, safe, happy and secure and get enjoyment from their work at the college.

The Mental Health Strategy

- To support the achievement of our vision and promote a mentally healthy culture through living our values
- MHFA

2024 Employee Survey & KPIs

Health, Safety and Wellbeing



- Staff Satisfaction 91%
- Belonging 92%
- Attendance 98%
- Turnover 15%

- Tangible business benefits
- If our staff's WB is supported, they in turn can support our students
- In-house OH service, partnerships with external services e.g. MIND, staff supervision, new EAP – excellent feedback so far.



- The Leadership team set the standard for a culture where Health and Wellbeing is a priority.
- Staff Health and Wellbeing is led from the top with full commitment from the Board of Governors and senior leadership through the Executive Director for Business and Student Support leading a Health and Wellbeing Champions Group working across the college community.
- The College has a well-embedded Health and Wellbeing Champions Group made up of a cross section of employees and led by the Executive Director. This group creates and monitors the Health and Wellbeing Plan that is delivered and monitored throughout the academic year. The plan is developed from staff and student feedback and the areas for improvement highlighted from various health and wellbeing surveys. The group is split into sub-groups who focus on each of the Five Ways to Wellbeing and the annual action plan addresses each of these areas.
- Managers are trained in leadership and management and are encouraged to check in on staff and their wellbeing, staff feel supported and can thrive in their work. Recent training on difficult conversations. New PMS – HWB at the top!
- The college has protected over the years the H&WB budget as the importance to our people is evident in the feedback that they provide and is part of our people-focused culture.
- Investment in OH
- LWF, cost of living crisis, pay awards
- Examples of the investment in H&WB activity for staff – describing some of the activity in the selection of photos
- Gifts, hoodies, recognition, sports arena, sound bath!, contemplation rooms, workload – AI, connection