



# Workplace for Changing Behaviours



# Northern Ireland vision and purpose

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## Vision

Responsible business at the core of every organisation

## Purpose

To challenge and support business to be a force for good



## **Background**

- Not-for-profit membership organisation
- Established in GB – 1982, NI – 1989
- 830 members across UK, including 75% of FTSE 100
- 262 of these members in NI
- President – HRH the Prince of Wales
- NI Chair – Roy Adair; GB Chair – Antony Jenkins, Barclays

# A VISION TOWARDS 2020

## Responsible businesses focus on their:



People



Planet



Place

## How can Business in the Community help?

### Our Vision is

*"Responsible business at the core of every organisation"*

### Our Purpose is

*"To challenge and support business to be a force for good"*

EMBEDDING RESPONSIBILITY INTO CORE BUSINESS

Bespoke advice and guidance

Networking and sharing

Benchmarking

ENGAGING BUSINESS ON KEY SOCIAL AND ENVIRONMENTAL ISSUES

Community Resilience

Education & Jobs

Environmental Sustainability

Wellbeing & Inclusion

CAMPAIGNING FOR RESPONSIBLE BUSINESS

Celebrating success

Engaging and challenging all stakeholders

Changing business behaviours

**BUSINESS  
IN THE  
COMMUNITY**

**A VISION  
TOWARDS  
2020**

**Wellbeing  
& inclusion**

**Environmental  
sustainability**

**Community  
resilience**

**Education  
& Jobs**

# Why the Workplace?

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- 70% of the working population in Northern Ireland is currently in employment
- The average full-time employee spends one-third of their day in work

**The workplace is the perfect setting to influence positive lifestyle and cultural change**



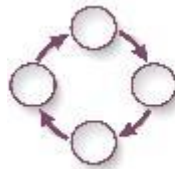
## Wellbeing & Inclusion

Supporting business to  
create healthy, resilient  
and inclusive workplaces

# Our ambitions 2016-2019



**100,000** employees  
positively benefitting  
from improved  
wellbeing



**100** leading  
businesses adopting  
a strategic approach  
to employee wellbeing



**90,000** employees benefitting  
from age and gender equality

Responsible  
business  
starts at  
[www.bitcni.org.uk](http://www.bitcni.org.uk)

# The Big Issues

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- **Mental Health**

Mental ill health costs the Northern Ireland economy £4bn every year/£70bn UK wide and 15 million lost working days (Mindwise, 2015)

- **Physical Health**

Obesity alone is estimated to cost NI over £400 million per year and on average 61% of the Northern Ireland population are either overweight or obese (NI Health Survey, 2014)

- **Age at Work**

In Northern Ireland the number of people aged 16-64 is expected to fall by 1.9% from 2013-2037 whilst the number of people aged over 65 will increase by 75% (COPNI, 2014)

- **Gender Balance**

Maximising the potential of women in the UK's workforce is worth £23 billion to the economy (PwC 28-40 Report, 2014)

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# The average organisation

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# The Workwell Model



mobilising business for good

# Our business approach



# Workplace health & wellbeing

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Wellbeing is **not just about avoiding illness** that results in absent workers.

It includes physical, mental and social health designed to support workers to be willing and able to fully contribute in the workplace.

It's not all the responsibility of the employer: while it's crucial to establish a positive physical and cultural environment, organisations must **actively empower people to maximise their physical and mental health.**

(Adapted from CIPD, 2007)

# The business case

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## Common mistakes

- × Appealing only to those who already have an interest in wellbeing
- × Not involving staff when devising wellbeing action plans
- × Not offering freedom of choice
- × Implementing initiatives on a tokenistic basis rather than taking a strategic approach

-  **Credible champion**
-  **Enthusiastic local advocates**
-  **Communicate, communicate, communicate**
-  **Don't re-invent the wheel**
-  **Clear measures**
-  **Powerful Branding**
-  **Have fun**

# Mental health

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**Mental health plays an integral part in how we feel about our jobs, how well we perform and how well we interact with colleagues, customers and clients.**

- One in five adults in Northern Ireland will show signs of a mental illness – 25% higher than in England.
- NISRA research suggests that 10.6 working days are lost annually to mental health and the cost to the economy is estimated to be £30.6 million.

***People that bring 100% to work give 100% to their work***





# Mental health at work report 2016

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- 77% of employees have experienced symptoms of poor mental health at some point in their lives
- 62% of employees attributed this to work or said that work was a contributing factor to their poor mental health
- Whilst 60% of board members/senior managers felt they supported their people, only 11% of employees had discussed a recent mental health problem with their line manager

“ Having so many people saying that work is a contributing factor to their mental health problems is huge, but it's important to remember that work can also be a contributing factor to someone's recovery. ”

*Poppy Jaman, CEO, Mental Health First Aid England*

## Line managers

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- 76% of line managers believe employee wellbeing is their responsibility but only 22% have received training on mental health at work
- Only half of employees would feel comfortable telling their manager about a mental health problem

**Do you think any of the following are barriers to supporting the mental wellbeing of those you manage?**



**Which, if any, of the following would be useful for you, as a line manager, to support the wellbeing of your employees?**



More managers are experiencing stress-related ill-health and symptoms of psychological ill-health<sup>3</sup>

Three in five managers are concerned about the impact of longer working hours on their stress levels

Over half of managers are concerned about the impact of longer working hours on their psychological health

The average manager works an extra 46 days each year

63% of parents who are managers are worried about the impact their working hours have on relationships with their children

# Steps to success

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# 2017 – so what has changed?

# Best practice



## Mental Health Charter

Equality Commission for Northern Ireland

We recognise that many people experience mental ill health during their lives and that, with the right help at the right time, they can recover.

We believe that everyone in the workplace has a responsibility to create an environment that promotes wellbeing and to look after their mental health.

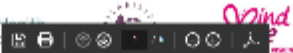
We positively engage in agreeing reasonable adjustments with our applicants, employees and service users. As an employer and service provider, we will work to create a workplace culture that promotes equality of opportunity and respect for those with mental ill health and provide a positive service to people with mental ill health.

We note that those with mental ill health suffer particular disadvantages in the workplace and in accessing goods and services. Therefore this Charter focuses on the area of mental ill health. However, we recognise that many of the Charter commitments relate equally to those with other disabilities including physical, sensory, learning and hidden disabilities.

### Charter Commitments

- 1 To create an open and accessible workplace where we respect the needs of all employees
- 2 To promote equality and challenge discrimination in the workplace
- 3 To promote equality in recruitment, promotion and training
- 4 To identify and disseminate information regarding mental ill health
- 5 To adopt reasonable adjustments taking particular account of mental ill health

[www.equalityni.org/MentalHealthCharter](http://www.equalityni.org/MentalHealthCharter)



CLIMATE FOR YOUR MIND

**MENTAL HEALTH TOOLKIT FOR MANAGERS**  
SUPPORTING MANAGERS TO DEAL WITH MENTAL HEALTH WITHIN THE WORKFORCE

*This Toolkit has been designed for managers and is intended to give you greater confidence to support an employee or colleague who may be showing signs of mental ill health. The Toolkit broadly follows the 'model of Before, During and After Absence, and Support' as a guiding framework.*

**ORGANISATIONAL RESPONSIBILITIES**

Organisations have a responsibility to ensure that their employees are working in a safe and healthy environment. Responsibilities include:

- Ensuring relevant policies and procedures are in place, are kept up-to-date and are shared with all employees
- Providing Occupational Health, Health Insurance and/or Employee Assistance?
- Offering cycle to work/other physical health schemes?

**INDIVIDUAL RESPONSIBILITIES**

Staff members also have a responsibility to ensure that they are taking steps to improve and support their own mental wellbeing. It is very important to note that there are no specific legal responsibilities on health. However, they must adhere to company policy and procedures. Responsibilities include:

- Identifying triggers and maintaining self care
- Availing of supports and adhering to treatment
- Taking positive actions to improve wellbeing
- Maintaining contact with employer during any period of absence
- Ensure employer is informed about any ill health or changes in circumstances
- Adhere to company guidelines or support plans
- Communicate with their employer regarding reasonable adjustments requested upon return to work

**AT WORK**

As a line manager, you should be aware of the signs that a colleague may be showing and should feel confident about approaching the topic. Stress and bipolar factors contributing to long term sickness absence across all industry sectors. Promoting an open and comfortable taking about their mental health and ensuring positive line manager relationships, can reduce the likelihood of individuals' mental illness.

**OFF WORK**

From time-to-time, staff members who are experiencing mental ill health may need to take time off work. As a manager, there are responsibilities both you and the organisation have to this individual correctly, they are on leave. If dealt with work more quickly, the individual may return to work.

**BACK TO WORK**

Returning to work can be particularly difficult after a period of absence due to mental ill health. Employer can be very nervous about returning someone staff back into the work place as reasonably as possible, and provide adequate support.

**NOT ALL TRIGGERS AND RISK FACTORS WILL BE WORK RELATED BUT THE BEST EMPLOYERS WILL SUPPORT THEIR STAFF, NO MATTER WHERE THE TRIGGER HAS ORIGINATED!**

**Stress and mental ill health are two of the biggest factors contributing to long term sickness absence across all industry sectors. Mental ill health costs the Northern Ireland economy approximately £1bn every year. NIMH**

**1 in 5 workers have called in sick due to stress but 90% did not feel able to tell their boss the real reason. (Mind, 2011)**

**Not all triggers and risk factors will be work related but the best employers will support their staff, no matter where the trigger has originated!**

**Thank you**

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