

## Update on Selected Risk for Review

Risk title and description	Previous score (Sept 2020)	Direction of travel	Current score (Dec 2020)
<b>Employee Support – Health and Wellbeing</b>  Impact on staff health and wellbeing due to unprecedented levels of service demand / changes to working practices.  Risk owner: Tim Johnson Cabinet Member: Cllr Ian Brookfield	12 Amber		12 Amber

### Background

- 1.1 At the September 2020 meeting of the Audit and Risk Committee, members requested further information in respect of Covid Risk 12, Employee Support – Health and Wellbeing and in addition, details of the work undertaken by the Council to support the wellbeing of Wolverhampton residents. This note updates the Committee on the progress made by the Council in this area.
- 1.2 The Employee Support – Health and wellbeing risk was first identified as a Covid risk in April 2020 and has consistently been assessed as 12 Amber.

### Risk Mitigation

- 2.1 Employee well-being was a Council priority prior to the Covid-19 pandemic and continues to be a priority now. A number of initiatives to support the well-being of both Wolverhampton City Council employee's and the City's Residents have been and continue to be undertaken.
- 2.2 **Wolverhampton City Council Employees**
  - 2.2.1 The Council are in the process of further enhancing its employee assistance programme, the programme aims to support employees by offering a range of initiatives to reduce

isolation and help improve financial, mental and physical health, brief details of some of this work are provided below;

- Improving the accessibility of the online well-being portal for all staff providing access to the Council's Employee Assistance Programme which uses qualified independent counsellors to provide advice, health and support to employees on a range of topics including, but not limited to financial, mental and physical health.
- Continuing to make adjustments to facilitate employees working from home. DSE assessments are being undertaken and ICT are in the process of providing additional equipment for staff whilst working at home where needed, utilising existing equipment in the first place. In addition, the Council's Health and Safety Team are in the process of undertaking a review of homeworking arrangements to ensure adequacy.
- Provision of onsite working where there is a need from a well-being perspective, requests for onsite working are reviewed and approved on a case-by-case basis. The provision of onsite working is reviewed continuously in line with national and local restrictions.
- The launch of 'virtual cafes' which provide new ways for members of staff to connect with colleagues from across the organisation.
- Access to Mental Health First Aiders, colleagues from across the council who can be approached by anyone that wishes to discuss emotional, mental health and wellbeing issues. Mental Health First Aiders have received bespoke training and will listen to concerns and guide individuals to the help they need.
- The offer of face to face well-being checks and access to free trials and workouts from WV Active.

## 2.3 City Residents

2.3.1 Through the Health and Wellbeing Board, the Council's Public Health and Wellbeing Team continue to work jointly with partners from across the health sector to support health and wellbeing in Wolverhampton, brief details of this work are provided below;

- The relaunch of the Stay Safe Helpline to assist people who need help and support during the pandemic, this includes access to food parcels, help with shopping deliveries, or just a chat to someone friendly to benefit residents that are feeling isolated.
- The Council's Stay Safe, Be Kind microsite providing information across the city on how people can stay mentally well including 'Every Mind Matters' campaign resources, sign posting to local structured mental health support initiatives, along with local and regional crisis support pathways.
- Mental health support resources promoted via 'Health Champions' (HC) who engage with BAME, Migrant and Refugee communities. Community Development Workers (CDW's) from Black Country Health Care work collaboratively with Health Champions to get key messages out into communities on how to stay well and how to seek more structured support for mental health problems.
- Collaborative work with the University of Wolverhampton (UoW) to ensure existing resources to support student mental health (including one-to-one bespoke counselling support and access to on-line psychological therapies) are strengthened using wider support services available across the city.
- The provision of free school meals to children from low-income families during October half-term.

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- Access to free online workouts from WV active who are offering a range of classes for children and adults of all abilities.
- Wolverhampton libraries 'We Select and You Collect Service', enabling customers to pre-order books and other items which can be collected at suitable time. In addition, the Council's Home Library Service continues to run in partnership with Citizens Advice Wolverhampton and deliver items directly to vulnerable residents.
- The launch of the WV online lending pilot which provides digital devices to help residents get online in order to access learning resources, employment support services and to reduce isolation.
- Additional support for families throughout half-term which included online arts and craft activities and access to WV Actives virtual squad providing fitness activities.