

1.19.15 Staff Support

Please supply arrangements to ensure that the staff feel supported, valued and to assure their wellbeing at work including your approach to tackling bullying/harassment at work.

(Maximum Word Count 500)

Words used = 499

1.19.15.1-Key roles

The Area Operational Director, who will be accountable for this contract, will hold responsibility for fostering a culture in which staff feel supported and valued. This culture will reflect that of Vocare as a whole built on our provider promises that include 'One Team' in which we:

- Are collaborative and work together to build outstanding services.
- Value each other's skills, experience and contributions.
- Have a shared objective to provide the very best care for our patients.

All staff and management teams within Vocare are responsible for staff wellbeing. The contract leads on this contract (Operations Manager, Clinical Services Manager and Medical Lead) will be responsible for rolling out staff health and wellbeing initiatives to empower individuals to look after themselves and others.

They will be supported by corporate roles such as:

- HR teams.
- Cultural Change Project Manager.
- Safeguarding.
- Sickness Absence Management Service (SAMS) – a dedicated referral line set up during the pandemic with a clinical dialogue/review.
- Governance teams
- Health and safety.

In selection the Gables Offender Healthcare as our contractor for the prisons in the South Lot, we confirmed that it has suitable approaches for support and valuing its staff and assuring wellbeing in the challenging prison environment.

1.19.15.2-Arrangements for staff to feel supported/valued and to assure their well being

Initiatives include:

- Our Employee Assistance Programme.
- Schemes to save as you earn and for cycle to work and cars.
- Health assessments for night workers.
- Stress-risk self assessments and building resilience sessions.
- Vaccination schemes/

- Employee discounts via Perkbox.
- Flexible working policies.
- Training/development programmes.
- Succession planning and talent spotting.
- Scheduled staff pulse checks through the intranet.

A key aspect of assuring wellbeing is our mental-health first aid and Wellbeing Support Network. It provides a network of support via 40 trained mental health first aiders. Vocare has invested in the training of a mental-health first aid trainer to provide training on an ongoing basis in-house to bolster the initiative. We also have accreditation as a mindful employer to promote our commitment to support employees to take a positive approach to mental health.

1.19.15.3-Approach to tackling bullying/harassment at work

Vocare takes tackling bullying and harassment very serious, as reflected in our policies for Equality, Diversity and Inclusion; Disciplinary/Conduct; Dignity at Work Grievance and Whistleblowing. We also have a Freedom to Speak Up guardian.

If a team member feels bullied or harassed, we, first and foremost, always seek to achieve a resolution by early intervention. Should their line manager be involved, another manager or a member of the HR team will discuss the concerns with the individual to attempt an informal resolution. If the matter cannot be resolved by early intervention/informally, the appropriate policy will be instigated based on the nature of complaint and an investigation officer appointed.

Should someone think a colleague is being bullied/harassed, we encourage staff to raise concerns to their line manager, an alternative manager, or a member of the HR team. Based on the nature of the concern, the appropriate policy and process will then be applied.