

## TEDI-London - staff mental health and wellbeing case study

A new (and therefore small – 35 employees) Higher Education engineering provider, who has more than doubled their staff team during the lockdown since March 2020. Our first undergraduate intake is due in September 2021. Wellbeing is a key element of our people strategy.

### Values, culture and environment

Our values are: Courageous, Inspiring, Collaborative, Innovative and Inclusive.

As a team at TEDI-London we recognise that the working environment and culture is key to individual and organisation wellbeing. We focus on great conversations - we do not have an annual appraisal scheme but regular one to ones where the format includes wellbeing checks right at the start of any discussion.

We recruit against our values and associated behaviours – we provide ‘gentle collegiate challenge’ when we may not be behaving in line with our values and behaviours. We also set an expectation of mutual trust, respect and empowerment towards one another and have undertaken work on coaching, working to our strengths.

We therefore take a holistic, strategic approach, to wellbeing, which is definitely not an HR function setting up massage sessions once in a while – it is of real business value and that is important.

### Resources

Our colleagues have access to a wide range of wellbeing resources including using Carefirst through our pension scheme and Westfield healthcare – both include Employee Assistance programmes. We have run specific training for mental health first-aiders who are certified to signpost our colleagues to access support.

### Promotion and awareness

We have run mental health awareness sessions for all colleagues, which we run each year to ensure that ‘signs’ of pressure are dealt with prior to stress and absence from work. This proactive and pre-emptive approach is reflected in our whole approach to wellbeing.

Themed months every year focused on:

- Energy
- Coping with Change
- Move more – Sit Less
- Take care in the sun
- Coping with Pressure
- Hydrate
- Healthy eating
- Sleep
- Alcohol
- Healthy Heart
- Resilience
- Work Life Balance

We did run and continue to run wellbeing weeks each year linked to the National Wellbeing week. On each day we provided online links to interesting articles and resources, external expertise who ran bitesize sessions relevant to the theme of the day, with each day focusing on a different theme.

## **Learning and development**

We have also developed a learning & development toolkit which has specific sections on wellbeing including good physical and mental health.

Our whole approach to managing performance includes an element of employee engagement and the four pillars that should be in place and wellbeing another key element of ensuring our people are able to perform at their very best. We complement this with additional resources and investment.

Reference to national initiatives and standards

We use the Talking Toolkit from the HSE and Engaging for Success. We are doing an audit of our activities against the Thriving at Work commitment – seeing what gaps we have and then agreeing with our team members what we prioritise as an organisation.

## **Staff feedback and preferences**

We have undertaken a number of short Pulse surveys around communication and wellbeing throughout the lockdown. Colleagues were particularly interested in agile working and accessing the resources we offer.

We found that everyone accesses something - that one size does not fit all – and assumptions should not be made about what people need. We operate a 'just in time' solution where everything is in place ready for when staff need it. Sharing and having regular conversations engenders an environment in which wellbeing is openly discussed.

## **Measurement of success**

We had emails from a number of colleagues saying for the first time that they had suffered with or were suffering from poor mental health and how helpful the information was that we provided and how it had made them feel supported and psychologically safe to chat about their issues – for more than one person for the first time ever saying it out loud and feeling they could share their stories and experience in a safe space, was hugely gratifying. We will run a wellbeing survey shortly and include wellbeing in our employee engagement survey due for February 2022 to ensure we continue to offer what our people need.

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