

Recommendation	Actions taken as at August 2020
<p>1. Occupational health services to be reviewed to ensure there is effective mental health capacity and specialist training in place to offer greater advice, support and guidance for managers and employees.</p>	<ul style="list-style-type: none"> • All OH nurses / advisors MH trained • Proactively signposting to Primary and secondary care for professional intervention • Promotion of mental health support literature
<p>2. A targeted, multi-disciplinary team approach should be implemented over a short period of time for services with high levels of absence and those furthest from target. This will provide a 'wraparound' package of support and advice to address the levels of absence – including, but not limited to, People Management staff, data analysts, service managers and Health and Wellbeing Coaches (HAWC's). A pilot suggestion could take place with the Provider Services teams.</p>	<ul style="list-style-type: none"> • Resources identified from Provider Services, People Management and Learning & Skills • Squad delayed – unable to commence due to Covid-19 • Capacity challenges for September onwards due to other workforce plan priorities
<p>3. The resource levels of the People Management team should be reviewed to ensure that the service has the capacity and expertise to provide the necessary focus and intensive support to services and managers addressing absence management challenges.</p>	<ul style="list-style-type: none"> • People Management resource levels remain the same • Very significant reduction to People Management capacity due to Covid-19 response and recovery • Ongoing impact of Covid-19 recovery and re-start on People Management capacity
<p>4. That health and wellbeing conversations are embedded in everyday business across the organisation, including CMT, DMT's, management and team meetings and individual appraisals and ongoing discussions throughout the year.</p>	<ul style="list-style-type: none"> • Significant promotion of wellbeing as an key support feature during Covid-19 • Improved recognition of the importance of wellbeing within senior meeting agendas
<p>5. That measures be taken to ensure that existing tools and guidance for managers to support managing absence are well-communicated and fully embedded in all parts of the council, and that technological and automation opportunities to simplify and rationalise the policy, processes and administration requirements for managers, in relation to managing absence, are fully explored and maximised.</p>	<ul style="list-style-type: none"> • Absence and Wellbeing procedure currently under review with the aim of simplifying and streamlining process • Work has commenced on upgrading People Management Portal to ServiceNow (Phase 1) and will include an HR Case Management (Phase 2)