

Solihull Team Wellbeing Action Plan



What is a Team Wellbeing Action Plan (TWAP)?

This Team Wellbeing Action Plan is a working document that can be used to identify what keeps you, as a team, well at work, what may affect that, how you manage it and what support you give each other and strategies you have to maintain your team wellbeing, physically or mentally.

This is a proactive tool that you can use whenever you feel necessary; this could also be used when you are experiencing a specific period of difficulty or pressure within the team and want to discuss what additional support you might want to consider. The TWAP discussion should be, as open and honest as possible but sharing only the information that you all feel is necessary, and you are comfortable with.

Team Support Document

Where support and strategies have been discussed, these should be recorded on the Team Support Document as a record of what you've agreed as a team whether this is something that you will be doing in the team to help your wellbeing, or some additional support that your Manager has agreed to. There is also a section for recording any specific work-related stress support or strategies.

The TWAP and Team Support Document will be held on an agreed area which is accessible to all team members, e.g. a confidential shared drive.

When should the TWAP be reviewed?

There is no standard timescale for review, however, as good practice, it would be advisable to review it at team meetings a couple of times a year to ensure that nothing has changed.

If there are agreed actions, support/adjustments in place, either generally or for an agreed period of time, it should be actively reviewed at team meetings to ensure that these are in place and are effective for the whole team. This will also identify if anything else needs to be considered.

The TWAP is individual to the team's needs, therefore, if your line management changes at any time, the TWAP and any support and adjustments at that time, can be proactively shared with your new Manager to ensure that this continues to keep the team well at work.

HOW TO – a Conversation Guide for Teams

Use the **HELP** model below to have open and non-judgemental conversations within the team.

Have an open and non-judgemental conversation with each other:

- ask open questions, for example, how are you? what would help you? how does that feel for you?
- avoid judgemental and patronising responses and questions, for example, if a colleague is clearly struggling, what's up? why can't you just get your act together? everyone else is in the same boat and they're ok.

Empathise and try to put yourself in your colleagues' shoes:

- acknowledge what they are saying, e.g., "that sounds really challenging", "I am sorry you are going through this"
- ask questions to understand more, e.g., "what has it been like for you?", "how are you feeling about everything?"

Listen actively to hear and understand what your colleagues are really saying:

- find a suitable location to undertake your team wellness plan discussion
- allocate sufficient time
- identify a suitable time and date
- avoid interruptions, e.g., switch off laptops and phones
- ensure all the team have an opportunity to participate
- don't 'jump in' over the top of a colleague with your own examples and experiences

Provide support to each other to keep you all well at work:

- make yourself aware of all of the support available to you

Team Wellbeing Action Plan

Name of team & colleagues:	
Name of manager:	
What do we do as a team to support our wellness? <i>good communication, feedback, encourage each other's wellbeing (e.g. taking lunch breaks, taking time away from your workspace), celebrate team and individual successes</i>	
What does it look like when we're working well together? <i>for example, sharing information/work effectively, delivering our service, being motivated and positive, identifying when a colleague needs support</i>	
What is the impact on the team when we don't do this? <i>miscommunication, imbalance of workload across the team, negativity and tension</i>	
Do we have any pressure points? If so, what and when? <i>Are there any points in the year where you can expect pressure to increase? For example, end of financial year, end/start of academic year, deadlines, significant change</i>	
What is in place to support us during these pressure points to keep us well? <i>For example, regular team catch-ups, continuing behaviours which support team wellness, good lines of communication</i>	
Employee signatures:	Date:
Manager signature:	Date:

Team wellbeing Support plan

Use this document to record any agreed support/adjustments from the team discussions

Name of team and colleagues:		
Name of manager:		
Issue/concern/opportunity	Agreed actions/support	Timescale/Review
Employee signatures:		Date:
Manager signature:		Date:

Team Support Document for work-related stress

Use this section to record any agreed support/adjustments

Name of team & colleagues:		
Name of manager:		
	Agreed actions/Owners	Timescale/Review
<b style="color: #FFC000;">Demands <i>Issues such as workload, work patterns and the work environment</i>		
<b style="color: #FFC000;">Control <i>How much say the person has in the way they do their work</i>		
<b style="color: #FFC000;">Support <i>Encouragement, sponsorship and resources provided by the organisation, management and colleagues</i>		
<b style="color: #FFC000;">Relationships <i>Promoting positive working to avoid conflict and dealing with unacceptable behaviour</i>		
<b style="color: #FFC000;">Role <i>Whether they understand their role within the organisation</i>		
<b style="color: #FFC000;">Change <i>How organisational change (small or large) is managed and communicated in the organisation</i>		
Employee signatures:		Date:
Manager signature:		Date:

WELLBEING SUPPORT FOR YOUR TEAM

HEALTHY COUNCIL INTRANET PAGES

A dedicated set of SMBC intranet pages containing a wealth of information and guidance on a range of wellbeing topics, mental wellbeing, healthy lifestyles, health issues, support.

MY HEALTHY ADVANTAGE APP

Download the My Healthy Advantage App from Apple Store or Google Play, sign up using your preferred email address when prompted, enter the code MHA109491

NEED SOMEONE TO TALK TO?

Health Assured have a team of qualified counsellors and advisors on hand 24/7 to help and support you with any issues you may be struggling with. You can Live Chat via the My Healthy Advantage App **OR**

Contact them via the website: <https://healthassuredeap.co.uk/> (use the following login details: Username: **Solihull** Password: **MBC**)

Phone the free 24hour confidential helpline number: **0800 030 5182** or if you're finding it difficult to open up the conversation, to take that first step, you can **complete a 'Contact Us' form** on the Health Assured website

LOCAL WELLBEING LEADS

There is a network of Local Wellbeing Leads across the organisation, you can talk to an LWL in your work area or from a completely different part of the organisation. They are fully trained to have an initial conversation, to recommend a range of tools for you to use for yourself and to signpost you where appropriate professional support may be required

OCCUPATIONAL HEALTH

It may be that you require professional support via a referral to our Occupational Health Service, please talk to your line manager in the first instance.

OTHER SOURCES

Your own General Practitioner

www.nhs.uk/oneyou/every-mind-matters/

www.mind.org.uk

www.samaritans.org/

Your Feedback

For any feedback that you want to provide about this Individual Wellness Action Plan or any other wellbeing related topics, please contact yourwellbeingmatters@solihull.gov.uk or your Local Wellbeing Lead

LEARNING POOL

We have some great courses available to you via the Learning Pool, click here to access information on a range of e-learning and blended learning courses which incorporate an element of face to face learning [Learning Pool](#)

- Developing Personal Resilience
- Developing Resilient Leadership
- Developing Your Teams Resilience and Wellbeing