



## Developing a wellbeing culture

Below are some tips on ways organisations can embed a culture where team wellbeing is prioritised and nurtured.

Consider developing a wellbeing strategy / policy / guidance (appropriate to size and scale of organisation) so that all team members are aware of the organisational commitments to wellbeing and what practical measures are in place and available to them. Ensure team members are able to feed into the development of the wellbeing strategy.

### Top tips

#### Communication – emails

Senior management to lead by example – this is particularly important regarding working hours and not setting up expectations that team members should be working outside of their contracted / expected hours.

For example, being clear that emails should not be responded to outside of hours. And if a senior manager is needing to send something out of hours – be clear with an explicit message that a response is not expected until normal working hours resume.

For smaller organisations, especially those that are volunteer led it can be useful to have a permanent auto response message set up so that anyone emailing will receive the message that capacity is limited and if possible, to give an idea of response times.

For example, *“we are a small volunteer led team and this email is not monitored daily. We aim to respond to emails within two weeks”*.

If roles are part time, consider adding the days you work in your email signature.

#### Communication – mobile phones

Work phones to be switched off out of hours and personal phone details not to be used as an alternative.

For small, informal groups who may be using personal phones – we strongly encourage a separate phone is obtained even if it’s a basic handset and Pay As You Go (PAYG) sim. If you have a better package (unlimited calls etc) on your own phone, consider dialling ‘141’ to block your personal number when making calls and provide the PAYG number to receive calls.

And if this absolutely isn’t an option and you can only use your own phone, explore if your phone has a muting feature to mute work-related communication channels out of hours until working hours resume.

## Communication – social media

Social media can have an extremely negative impact on wellbeing. If you have just one individual responsible for social media, ensure you have back-up systems in place to cover their role during periods where there may be significant negative attention online.

Explore social media settings to limit audiences if things become too problematic.

A Facebook organisational page must be linked to a personal account – consider setting up a separate personal account so that your group's page is not connected to your own personal social media.

Consider developing a social media policy or guidelines (or including relevant information in existing policies such as a Safeguarding or Data Protection policy). The contents should be relevant to the size and nature of your group.

Below are some potential factors to consider when developing your guidance:

- Guidance on keeping personal and organisation social media separate.
- Guidance on profile settings to keep personal accounts safe.
- Guidance on ensuring personal opinions are not posted via organisations accounts.
- Organisational approach to responding to negative posts / trolls.
- Guidance on what to do if personal and organisational socials are already intertwined – support for team members on how to manage this (for example providing a 'statement' that can be posted on a personal account).
- Procedures for reporting issues.
- Processes and procedures if policy guidelines are breached.

## Time management

Managers to support team members to plan their time effectively:

- Ensuring time is blocked out for admin tasks for service provider roles.
- Ensuring lunchbreaks are blocked out so that the time is protected, and meetings or tasks cannot be added into a person's calendar.
- Ensuring 'catch up time' is allocated and blocked out of calendars when a team member returns from leave.
- Depending on the nature of the role – consider flexible hours enabling people to better manage their daily structure and build in 'wellbeing time' (for example starting earlier to allow a longer lunch break / or to leave early to access a hobby activity etc).

Ensure you have clear cover systems in place when a team member is on leave so that they can feel confident work will be picked up while they are away.

If a team member is attending an LGBT+ event or protest in their own time, and they are also representing the organisation whilst there (for example providing photographs from the event or writing a blog for your website), ensure this is recognised and TOIL is provided.

## Team support

Include a wellbeing 'check-in' at the beginning of team meetings. If you don't routinely have team meetings, consider building in some check-in time weekly, or as a minimum monthly. This could be as simple as a brief 15-minute social space on an online platform / WhatsApp group, or in person.

Provide regular supervision / line management and always start with a wellbeing check-in.

Explore setting up [peer supervision](#) to support the team.

Explore ways to show team members they are valued. For example, can you offer an additional birthday leave day on top of annual leave allowance? It can be helpful to ensure any such systems are applied to all team members, as individual rewards (such as 'employee of the month' schemes) may have a negative impact and create resentment.

Ensure team members can anonymously provide feedback to senior managers and trustees, for example through:

- Annual team satisfaction surveys.
- Staff reps – allocating non-managers this role so that team members can share their feedback which is then passed on by the rep.
- Suggestion box – either a physical box or an open online survey.

For organisations providing client services, consider whether you can close services for a specific period of time to provide team members with a break from client work.

Review your insurance policy as some provide a free confidential telephone counselling service for team members.

Ensure all team members have access to the Consortium dashboard wellbeing resources.