**Terms of Reference**

**Wellbeing Concern Process**

Leicestershire County Council are committed to ensuring the wellbeing of their staff and ensuring concerns are identified and supported at the earliest opportunity. This process does not override the other fundamental procedures which are in place to support workers with their wellbeing which include:

* Supervision with line managers
* Access to the Wellbeing Service
* Wellness Plans
* Support from relevant Workers groups, such as Race Champions, the Disabled Workers' Group, the LGBT+ Staff Network etc
* LCC and union agreed processes, such as the grievance policy

This process is in place to provide additional opportunities to link staff to these established processes – including when a support need is just emerging, when they need support to identify the correct process to help them, including when they need support to start a conversation with their manager and need wider support.

Objectives:

* To ensure workers feel they have a process in which concerns regarding staff welfare can be raised early and for support to be provided to link to existing processes or identify additional support.
* To provide an opportunity for independent support to be provided which assists staff raising concerns which may sit outside standard processes or to facilitate conversations with line managers so that support can be explored.
* To ensure that any emerging themes of welfare needs can be identified so that targeted support can be coordinated to individuals/ teams or groups of staff
* To provide oversight of emerging staff welfare issues to SMT so that any strategic responses can be coordinated.

Anonymity

We recognise that some workers may wish to document their concerns confidentially using the Wellbeing Concern Process. This will limit the support that can be provided and for this reason we would encourage the worker to share their details. When the worker choses to remain anonymous the colleague completing the Wellbeing Concern Alert should make all attempts to encourage the worker to speak to their line manager or sign post them to talk to someone in the organisation so that some level of support can be provided.

Role of the Principal Social Worker (PSW) and Advanced Practitioner (CFWS)

The PSW will act as a primary contact for staff in the wellbeing concern process within Children’s Social Care and the Advanced Practitioner will take that role for CFWS. Their role will be facilitating workers making positive connections with their line manager and existing support services.

We acknowledge and recognise that in some cases, the concerns raised may be in respect of protected characteristics and the individual may wish to have support from identified services such as:

Disabled Workers’ Group (DWG)

LGBT+ Staff Network

Black Asian and Multi Ethnic (BAME) Network (Lead – Rabinder Lail)

The link below provides access to the representatives for our departmental equality groups.

[departmental-equality-group-representatives](https://leics.sharepoint.com/sites/peopleservices/Shared%20Documents/departmental-equality-group-representatives.docx?web=1)

In these cases, the individual can be signposted to these groups for support. If these support groups are approached with concerns from a worker regarding wellbeing, it is requested that a representative from the group, liaises with the PSW or Advanced Practitioner Leads, to identify any themes coming through regarding wellbeing concerns that will then be reported back to SMT.

The PSW and AP will become aware of any emerging themes from the Wellbeing Concern Process so that any more thematic learning can identify preventative responses. This may include offers of more general wellbeing support to teams or groups of staff.

They will provide regular feedback on a maximum quarterly basis to SMT to allow thematic learning to be shared. This will be focused on themes by location and triggers for wellbeing and identifying best outcomes for resolution.

**The below information sets out the Wellbeing Concern Process. Please note that this does not replace the grievance policy.**

**Process (for flowchart – see appendix 4)**

1. A worker has a worry themselves or shares a wellbeing concern with a colleague, or with another member of staff i.e., an IRO. The first point of call is to ascertain if the worker sharing the concern has shared/raised this worry with their manager, if yes what has been the response, have their concerns been acknowledged has it been helpful.
2. If not, is this something that they feel able to do. If they do not feel able to talk with their manager about this, ascertain if they would like to talk to an independent person outside of the team.  If this is something the worker would like to do, either they or their colleague complete the Wellbeing Concern Alert Form (appendix 1), either for themselves or on behalf of a colleague. The Principal Social Worker or Advanced Practitioner will act as the independent person.
3. A meeting or discussion will be offered between the worker and the Principal Social Worker/Advanced Practitioner, . This will aim to be a create a “safe space” for the worker to explore the worries. This may mean identifying who else to involve in the conversation. It will include ground rules of respect, being present, listening without interruption and valuing views and feelings, and working towards finding solutions.
4. If you are completing the Alert document on behalf of a colleague, we encourage you complete this together. If this is not possible, the person whom the concerns are being raised in respect of, must see a copy of the document, agreeing to the content and giving consent for this to be shared.
5. Once the alert document has been completed it is to be returned to either the Principal Social Worker/Advanced Practitioner or the identified Race Champion lead, who will then make contact with the individual/s involved and discuss further the content of the concerns and identify next steps to ensuring support is offered wherever possible within 48 hours.
6. In the event of the person not wanting to talk with an independent person the alert form can be completed anonymously, however, must include the service area. If you are concerned about the person’s welfare and the concern involves their manager you should support the person to identify who they could share their worries with. If they are unable to do this you should consider the next person in the line management.

**What Happens next and outcome?**

1. A meeting or discussion will be offered between the worker and the Principal Social Worker/Advanced Practitioner. A brief record will be made of this discussion and any actions agreed (appendix 2). This will be confidentially stored, only shared with consent, and only used to review for themes for analysis by the Principal Social Worker/Advanced Practitioner.
2. Response would fall into three categories as follows:

**Green** – during the discussion advice and reflection is offered from the Principal Social Worker/Advanced Practitioner. Signposting to other relevant services may be suggested. Resources or tools may be offered. Support may be offered to have conversations if needed - for instance, to offer to support with a discussion with the team manager, or mentor, or other relevant person. This would all be offered with agreement of the worker.

**Amber** – in addition to the above, more targeted input may be suggested and supported to be arranged. For instance, request for specific input from the practice excellence team, request to Learning & Development and the service for specific training, a follow up meeting with the team manager and/or others as required (ie, mentor or service manager). This would all be offered with agreement of the worker.

**Red** – If there are significant concerns from what has been discussed, for instance, regarding the wellbeing of the worker or worries within a team or service, then further action is required. A summary will be written (see appendix 3) to be shared with the line manager and service manager. This will include a summary of the worries, what has been advised/suggested. For this process to be the most effective at raising concerns so that they can be addressed, this process would be followed including the worker’s full details. If a worker does not want their name to be shared, then a summary will be completed without the workers name and instead only the service area provided, and shared with the relevant service manager. The Head of Service for Safeguarding will be notified and will follow up with the relevant Head of Service after 2 weeks, to ensure action has been taken to address the concerns. If there are significant concerns that are of a safeguarding nature requiring whistleblowing, then that process would be followed.

* For any anonymous alert forms, they will be sent onto the relevant service manager for action.

**What happens with the information?**

* For the service to understand and respond to the welfare concerns being raised a quarterly report will be pulled together to identify themes and patterns and be presented to the Senior Management Team for discussion. This will include an analysis of number of alerts and in which services they are within, also any escalation from green to amber or red. Specific names will not be shared in this report.

**Supplementary Information to accompany the Wellbeing Concern Process:**

Leicestershire County Council has a number of existing policies that may support employees in raising a complaint and support managers who have a complaint brought to their attention.

These policies set out expected standards of behaviour and conduct and clear processes about how you may raise an issue that you are unhappy with or have concerns over.

The policies are here to support you and offer clear guidance as to how matters may be dealt with. If you have any concerns about using these, please speak to your manager in the first instance.

The Grievance Policy

[https://leics.sharepoint.com/:w:/r/sites/peopleservices/\_layouts/15/Doc.aspx?sourcedoc=%7B18B8BD30-96FF-49C3-896E-EF1A5F6A1805%7D&file=grievance-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1](https://leics.sharepoint.com/%3Aw%3A/r/sites/peopleservices/_layouts/15/Doc.aspx?sourcedoc=%7B18B8BD30-96FF-49C3-896E-EF1A5F6A1805%7D&file=grievance-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1)

The Disciplinary Policy [https://leics.sharepoint.com/:w:/r/sites/peopleservices/\_layouts/15/Doc.aspx?sourcedoc=%7B206B31C0-E64A-4D02-8FA9-56FD0909ED9B%7D&file=disciplinary-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1](https://leics.sharepoint.com/%3Aw%3A/r/sites/peopleservices/_layouts/15/Doc.aspx?sourcedoc=%7B206B31C0-E64A-4D02-8FA9-56FD0909ED9B%7D&file=disciplinary-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1)

The Performance Management Policy

[https://leics.sharepoint.com/:w:/r/sites/peopleservices/\_layouts/15/Doc.aspx?sourcedoc=%7B9F98870E-1A52-452A-9487-3D279D1FEAFF%7D&file=managing-performance-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1](https://leics.sharepoint.com/%3Aw%3A/r/sites/peopleservices/_layouts/15/Doc.aspx?sourcedoc=%7B9F98870E-1A52-452A-9487-3D279D1FEAFF%7D&file=managing-performance-policy-and-procedure.doc&action=default&mobileredirect=true&DefaultItemOpen=1)

The Code of Conduct

<https://www.leicestershire.gov.uk/jobs-and-volunteering/staff-policies/employee-code-of-conduct>

**Wellbeing Concern Alert Form (appendix 1)**

|  |  |
| --- | --- |
| **Date** |  |
| **Name** |  |
| **Role** |  |
| **Team** |  |
| **Service Area** |  |
| **Details of concerns being raised** |  |
| **What action has already been taken** |  |
| **What does the worker feel needs to happen** |  |

**Wellbeing Meeting/Discussion Brief Record (Appendix 2)**

|  |  |
| --- | --- |
| **Date** |  |
| **Name** |  |
| **Role** |  |
| **Team** |  |
| **Service Area** |  |
| **Details of concerns being raised** | *From alert form* |
| **What action has already been taken** | *From alert form* |
| **What does the worker feel needs to happen** | *From alert form* |
| **Summary of discussions and key themes** |  |
| **Agreed Actions** |  |

**Wellbeing Concern Feedback to Management Form for Red Rag rating (appendix 3)**

|  |  |
| --- | --- |
| **Date** |  |
| **Name** |  |
| **Role** |  |
| **Team** |  |
| **If anonymous – service area** |  |
| **Details of the concerns and actions needed by the service** |  |
| **Actions agreed** |  |

**Appendix 4 – Process**

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