



Well-Being:
making a
difference

Autumn 2005

WELL-BEING

The newsletter of the Norfolk Children's
Services Staff Well-Being Programme

WELCOME !

Welcome to our Autumn newsletter.

News and Views

Do you have anything you would like to share about well-being in your organisation? We are always looking for items for the termly newsletter and the web-site. We would love to hear from you!

Contact Paula Amis at the Well-Being office, Room 055, County Hall, Norwich NR1 2DL

Tel 01603 222326 or e-mail
paula.amis@norfolk.gov.uk

A message from David Saunders

David would like to thank everyone for their cards and good wishes on his 'retirement' from the post of Well-being co-ordinator. They are all much appreciated. He writes "The network of support and friendship built up over the four years in the post has been a very special part of the role. It has been such a privilege to work with enthusiastic and dedicated facilitators across the county. Thank you all."

He wishes you all a positive well-being year ahead and hopes that John Nicholls, the new co-ordinator, will enjoy his new role and lead the programme successfully into its next phase of development.

John Nicholls: The New Well-Being Coordinator

I am delighted to join the Well-Being team – a team that has made such a difference to the well-being of so many people in Norfolk Children's Services.

I started teaching in 1991, starting at St Augustine's RC Primary School in Old Costessey. I then moved to Drayton VC Middle School and in 2003, I became Head of Buxton Primary School.

Before teaching, I had a series of jobs in finance, marketing, PR, advertising and media.

Throughout my various careers, I have always believed in treating everyone with respect, kindness and professionalism. Not only because this is the right thing to do, but also because it creates an environment where work is done better and in a more enjoyable way.

Work-life balance is something I have strived to improve in my own life and in the organisations I have worked in. I have a large, young family and do all I can to ensure I am around for the important times in my wife and children's lives. I am not always successful but do what I can.

You may have seen me at the Well-Being Conferences. I am a qualified massage therapist and I have been giving Head and Shoulder Workshops for the last couple of years.

I look forward to meeting and working with the dedicated network of facilitators and consultants throughout Norfolk. I am acutely aware that the success of the programme depends on the hard work of this network and welcome suggestions on how I can support you to continue the great accomplishments of Ray Rumsby and David Saunders.

I look forward to working with you.
John

2005 Conferences - The Challenge Ahead

Over two hundred facilitators attended this year's staff well-being conferences, held on two days in June because of the overwhelming demand for places last year.

David Saunders, Children's Services Well-being Co-ordinator, opened the conferences with a short presentation on where we are now. Almost 350 organisations have completed the first review and over 200 have completed a follow up. One school has just completed its sixth review.

The most common issues identified as starting points for improvement are

- Improving our lines of communication
- Improving workloads
- Improving the physical environment at work

Paddy Lorenzen, Corporate Occupational Health Adviser, talked about the enhanced Norfolk Support Line Service, now open to all staff who work in Children's Services. He also gave details of the new Musculoskeletal Injury Rehabilitation Scheme. Further details of this scheme are published in this newsletter.

Delegates then had a choice of workshops, ranging from stress management, developing a well-being programme, looking at case studies of successful well-being programmes, thinking about well-being INSET, head massage, drumming for well-being, assertiveness training, supporting staff returning to work, time management, Investors in People and emotional intelligence. Facilitators were able to make use of the leisure facilities at Barnham Broom.

During the afternoon, two actors - 'Moving Parts' - role played difficult situations in the workplace, including dealing with an angry parent, negativity in the staff room and bullying. Facilitators suggested ways in which the situation could have been handled more effectively and the actors replayed the scene based on the suggestions of the audience. This was presented with great humour but with a serious message on the importance on communicating effectively in such difficult situations.

John Nicholls, who takes over the role of Well-being co-ordinator in September, closed the conference and thanked David for his work during the last four years. He is looking forward to taking up his new role and working with facilitators in the future.

Do you have ideas for next year's conference? Please let Paula know on 01603 222326

Remodelling of the Workforce

Recently, the HMI inspectors made a visit to County Hall to explore how much progress had been made in Schools and the LEA in implementing the Department of Education and Skills' initiative 'Time for Standards: Reforming the School Workforce.'

David Saunders the Well-being Co-ordinator was involved in the meetings and the findings from HMI in respect of the Well-Being Programme was very favourable.

The Inspectors said 'The Norfolk Well-Being Programme has heightened staff awareness of work-life balance issues in advance of the national agreement and this has been helpful to the progress made in some of the schools visited. Involvement in the programme has fostered a culture in which staff are prepared to review their practice and discuss openly the workload pressures they experience. The programme provides an effective means of monitoring staff well-being and identifying priorities for improving job satisfaction, morale and the working environment.'

Well-Being Day at Stalham Middle School

On the 11th April, the staff at Stalham Middle School decided to hold a 'Well-being Day'. Karen Grey, one of the well-being facilitators of the school, put a range of activities together for all the staff including MSA's, cleaners, TA's etc. The morning started with a breakfast of fruit, croissants and coffee first of all, then everyone was split into groups with various tasks to complete, ranging from building vegetable racing cars to a Generation Game conveyor belt memory game. Mid morning coffee and cake was served followed by the next set of tasks. The activities planned were all aimed at having fun and designed so that everyone within the school would feel comfortable and able to make a valuable contribution.

Sara Ward another Facilitator in the school said, "Everyone really got involved. Communication between staff has been heightened which I feel has built a stronger, more committed team for the school. The staff stopped at 1pm for a break and went to the local pub for a buffet lunch then we gave out loads of prizes, not only for winning the games, but everyone had a raffle ticket and the chance to win other prizes too".

Sara also said 'the school had been very lucky to receive some quite generous donations from local companies which all went down a treat with all the members of staff. There was not a single grumble or grumpy face by the end of the day and we had so many compliments, we were really surprised.'

Stalham Middle are also trying many different activity exercises. At the moment, the school has a yoga teacher coming to the school for an hour on a Monday after school and also on a Thursday, they have a Salsa dance teacher come in for those who are feeling a little more energetic. Sara Ward said that this has proven to be really popular with the staff. A bowling evening has also recently been organised with about 30 people wanting to come to that, so all in all the well-being at SMS is going well at the moment.

Thank you Sara and Karen for providing this from Stalham Middle School.

Need new facilitators trained or would your school like to join the Programme?

Spaces are available on the following training days-

11th November 2005 - West Norfolk PDC
29th November 2005 - Dereham Football Club
10th January 2006 - Norwich PDC
6th February 2006 - West Norfolk PDC
9th May 2006 - Dereham Football Club
26th June 2006 - West Norfolk PDC
26th September 2006 - Norwich PDC
2nd October 2006 - West Norfolk PDC
6th November 2006 - Imperial Hotel, Great Yarmouth
14th November 2006 - Dereham Football Club

Please contact the Well-Being office to book a place. Facilitator training is still free!

Norfolk Support Line:
0800 169 7676

For future details on all Well-Being issues,
please look at the Well-Being website at
www.norfolkesinet.org.uk.

Musculoskeletal Injury Rehabilitation Scheme

Musculoskeletal injuries such as back pain, sprains and pulled muscles, are one of the main causes of high levels of sickness absence. The length of sickness absences can be made worse because of long waiting lists to access to NHS treatment.

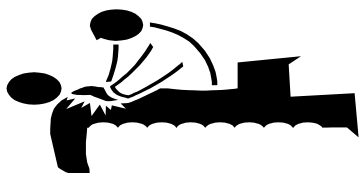
To try to help employees, and deal more effectively with musculoskeletal sickness absences, Norfolk County Council has set-up a contract called IPRS to provide a musculoskeletal injury rehabilitation service. The service provides a fast-track access to treatment from medical professionals with expertise in musculoskeletal injuries (including physiotherapists, osteopaths and chiropractors) for employees who have suffered a musculoskeletal injury that has been caused by work, is made worse by work, or prevents them from doing their work.

The service benefits both employer and employee by:

- Reducing sickness absence due to musculoskeletal injury
- Preventing musculoskeletal injuries becoming chronic
- Preventing loss of productivity due to musculoskeletal injury
- Providing feedback to managers on the impact of a musculoskeletal injury on an employees work
- Reducing the effect of musculoskeletal injuries on home and personal activities

The service is being offered to schools in association with the Sickness Insurance Scheme and is free for staff that are covered by the Sickness Insurance Scheme. Schools who staff are not covered by the Sickness Insurance Scheme can access this service for a one-off annual fee.

Please contact your school's HR Officer if you wish to make a referral or need further information.



Staff Well-Being Day at Toftwood Junior School

Helen Crawford & Lindsay Goodbody would like to thank Lianne Quantrill (a member of the Well-Being Consultancy team) for presenting an enjoyable Well-Being morning to their staff in April.

After introducing the Well-Being programme, Lianne went on to lead a discussion on improving communication within the school. This produced some useful and interesting feedback from the staff. Some of the ideas have already been put into effect and others we are hoping to put into action in the near future. The morning was rounded off with a delicious buffet lunch.

The response received from the staff on the session led Helen & Lindsay to believe that the morning had been a great success.

Helen & Lindsay would like to say a big thank you to Lianne.

Helen Crawford & Lindsay Goodbody - Well-Being Facilitators at Toftwood Junior School.

Staff Well Being day for Chapel Road School

On Monday 11th April the staff from Chapel Road School enjoyed a day at Park Farm Hotel, Hethersett, developing their communication and team working skills with the help of Chris Liles from Relationships Doctor Ltd. We learnt about our own personality blends, how different people work together and that teams need a mix of different personalities who each bring their own strengths to the team. We all found of particular interest the best way to approach each personality type. For example 'red' people want communication to be bright, be brief and be gone; 'blue' people want details in writing; 'green' people want to work at their own pace and be asked for their opinion; and 'yellow' people want to be entertained and not bored with the details. We had an enjoyable lunch, with plenty of time to converse with each other and in the afternoon staff had the opportunity to use the hotel swimming pool, gym or sauna.

Below is a photo of the staff enjoying the day.

Belinda Ashton & Alison Foyster
Well Being Facilitators



Well-being @ Eaton Hall School.

Eaton Hall's Good Will Cupboard

With the Well-Being fund now being in place, we are making sure that we put it to good use. One of the ways in which it has been used is for a "Good Will Cupboard". This cupboard has been stocked with food, chocolate, crisps, drinks, and cereals, etc. These can be utilised by staff in the event that they 1) forget their lunch 2) did not have time to make their lunch 3) too skint to buy lunch 4) have eaten their lunch on the way to school and are going on to regret it later. The staff can take food from the cupboard but they have to replace it within the next two weeks with something of similar value. So far staff have found this very useful, time effective, cost effective and an enhancer of well-being.

Well-Being Notice Board @ Eaton Hall School

As with all notice boards after the initial few days people start to lose interest or have read the information upon it and forms part of the surroundings we work in. I wanted to have a notice board that held people's attention for longer, was possibly a little humorous and recognised the qualities of the staff team that Eaton Hall are so lucky to have. I created a board where by all of the members of staff names were upon it. A wad of post it notes was stapled to the board for people to take and write a complimentary comment. This was then stuck on the name of the staff member to whom the compliment was directed. This was a huge success which kept people engaged for weeks. It was nice to know the positive views, which other people held of you but it was also nice to be made aware of the other positive qualities of other staff members with whom you do not always have contact. The board not only looked aesthetically pleasing with all the post it notes adorned upon it but it was psychologically satisfying to feel that you are an appreciated member of staff in a fantastic team.

Lianne Quantrill, Well-Being Facilitator.

Harassment and Bullying in the Workplace

Harassment and bullying can have a detrimental effect on the well-being of employees. Norfolk County Council believes that all employees have the right to work in an environment, which is free from bullying and harassment.

Copies of the harassment at Work policy are available from your departmental Personnel/Administrative Officer or via the HR @ Norfolk intranet site.

The names and contact numbers of the Support Workers are set out below.

<u>Harassment Support Officers</u>	<u>Telephone No.</u>	<u>Department</u>
Carol Rowe	(01603) 224342	Adult Social Care
Louise Burrows	(01603) 222889	Planning & Transportation
Sandra Boyce	(01603) 222065	Chief Executives
Lesley Macdonald	(01603) 222911	Chief Executives
Carole Human	(01603) 223836	Childrens Services
Marion Parslow	(01603) 819755	Fire
Stewart Shaddock	(01603) 223477	Childrens Services
Jill Wragg	(01603) 224324	Cultural Services

Should the need arise it is preferable to contact a Support Officer from a Department other than your own and remember that help is always available through the Norfolk Support Line.

Network Meetings

These are opportunities for you to meet each other in your area, exchange ideas and look at new resources. They are very informal.

Dates for network meetings this term are

4 th October Contact:	Wayland Community High School Ruth Hardy	4.00pm 01953 881514
5 th October Contact:	All Saints CE Primary School, Gt Ryburgh, Fakenham Claire Lawrence or Rachel Williams	4.00pm 01328 829228
6 th October Contact:	Browick Road Infant School, Wymondham Su Summers or Jill Brown	4.00pm 01953 603061
11 th October Contact:	Professional Development Centre, Kings Lynn Paula Amis	2.00pm or 4.00pm 01603 222326
12 th October Contact:	Toftwood Infant School, Dereham Victoria Norris or Valerie Richardson	4.00pm 01362 692612
13 th October Contact:	Abbey Junior School, Thetford Lesley David or Eileen Roberts	4.00pm 01842 753327
19 th October Contact:	Sparhawk First & Nursery School Carina Ingham or Cecila Cooper	4.00pm 01603 406406
20 th October Contact:	Waveney VC CE First School, Belton Linda Smithson or Fiona Larwood	4.00pm 01493 780345
31 st October Contact:	County Hall: Anna Sewell Room, County Hall Annexe Paula Amis	2.00pm 01603 222326
1 st November Contact:	Scole CE VC Primary School Gill Munday or Gill Osborne	4.00pm 01379 740654
3 rd November Contact:	St Michael's CE VC Nursery School, Aylsham Anne Jewers or Hazell Nelson	4.00pm 01263 732260
8 th November Contact:	Stalham First School Liz Jackson	4.00pm 01692 580557

FOR FUTURE DETAILS ON THE WELL-BEING NETWORK MEETINGS, PLEASE
LOOK AT THE WELL-BEING SITE AT www.norfolkesinet.org.uk AND ON THE
E-COURIER



teacher support network

 **Norfolk** County Council
at your service

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<http://www.norfolkesinet.org.uk/>

Programme Co-ordinator
John Nicholls
Programme Administrator
Paula Amis
Programme Assistant
Jackie Williamson
Headteacher Support Officer
Julia Hubbard

Norfolk Children's Services Staff Well-Being Programme:
Network meetings Autumn 2005

These are opportunities to share ideas, look at resources, find out more about the programme and maintain the momentum of an established programme.

Meetings are open to well-being facilitators and all staff interested in promoting well-being in their organisations. Please contact the named person below if you wish to attend the meeting.

4 th October	Wayland Community High School, Watton	4.00pm
Contact:	Ruth Hardy	01953 881514
5 th October	All Saints CE Primary School, Gt Ryburgh, Fakenham	4.00pm
Contact:	Claire Lawrence or Rachel Williams	01328 829228
6 th October	Browick Road Infant School, Wymondham	4.00pm
Contact:	Su Summers or Jill Brown	01953 603061
11 th October	West Norfolk Group:	2.00pm or 4.00pm
Contact:	West Norfolk Professional Development Centre Paula Amis	01603 222326
12 th October	Toftwood Infant School, Dereham	4.00pm
Contact:	Victoria Norris or Valerie Richardson	01362 692612
13 th October	Abbey Junior School, Thetford	4.00pm
Contact:	Lesley David or Eileen Roberts	01842 753327
19 th October	Sparhawk First & Nursery School	4.00pm
Contact:	Carina Ingham or Celia Cooper	01603 406406
20 th October	Waveney VC CE First School, Belton	4.00pm
Contact:	Linda Smithson or Fiona Larwood	01493 780345
31 st October	County Hall: Anna Sewell Room, County Hall Annexe	2.00pm
Contact:	Paula Amis	01603 222326
1 st November	Scole CE VC Primary School	4.00pm
Contact:	Gill Munday or Gill Osborne	01379 740654
3 rd November	St Michael's CE VC Nursery School, Aylsham	4.00pm
Contact:	Anne Jewers or Hazell Nelson	01263 732260
8 th November	Stalham First School	4.00pm
Contact:	Liz Jackson	01692 580557

If anyone would like to hold a Network meeting at their school or start up a new group, please contact the Well-Being Office.

IN FUTURE, NETWORK MEETINGS WILL BE PUBLICISED ON THE WELL-BEING SITE AT www.norfolkesinet.org.uk AND ON THE E-COURIER.

NOTICE FOR STAFF

HARASSMENT AT WORK

The County Council is conscious of its responsibility to provide a working environment in which the dignity and rights of each individual employee are recognised and protected.

We now have a policy, which makes it clear that harassment, whether on sexual, racial or other grounds, is not acceptable in the County Council.

If an incident does occur the policy sets out a complaints procedure which enables the problem to be tackled quickly, effectively, sensitively and confidentially.

Copies of the Harassment at Work policy are available from your departmental Personnel/Administrative Officer or via the HR @ Norfolk intranet site.

If you feel you are being harassed and would like some advice or simply someone to talk to, then you can contact one of our specially trained Confidential Support Workers.

The names and contact numbers of the Support Workers are set out below.

Harassment Support Officers	Telephone No.	Department
Carol Rowe	(01603) 224342	Adult Social Care
Louise Burrows	(01603) 222889	Planning & Transportation
Sandra Boyce	(01603) 222065	Chief Executives
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