



**Well-Being:  
making a  
difference**

**Summer 2005**

# WELL-BEING

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

## **WELCOME !**

Welcome to our Summer 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](mailto:paula.amis@norfolk.gov.uk)

## **CONFERENCE 2005**

The Well-Being Programme will be running two Conferences this year, one on the 16<sup>th</sup> June and one on the 17<sup>th</sup> June. Due to popular demand, both days of the conference are now full. However, a reserve list is being held in case of any cancellations.



## **Going On-line**

More organisations are completing the well-being questionnaire on-line. It saves on paper and postage and it also enables us to complete the reports in a much quicker time because we do not have to input all the data.

To complete the review on-line, inform the well-being office (01603 222326) of the timescale for the review (usually two weeks). We will issue you with passwords and numbers for you to issue to all the staff, who can access the questionnaire through the well-being web-site on esinet.

We can send you a disc with precise details on how to complete the review on-line. Call the office when you are ready for your next review for more information.

Some schools have put on a training session for staff not confident using ICT. This has enabled them to complete the review on-line and in one case has led to further ICT training as part of their professional development.

Five schools have provided case study materials for our web-site. Many thanks to the facilitators and staff in these schools. Do check them out. We would love to have more examples of ideas which have gone well in your organisation. We can share them with others through the web-site.

For future details on all Well-Being issues,  
please look at the Well-Being website at  
[www.norfolkesinet.org.uk](http://www.norfolkesinet.org.uk).

**Norfolk Support Line:  
0800 169 7676**

## **Important changes to Norfolk Support Line Services**

From 1st April 2005 there are some significant changes to the services provided by Norfolk Support Line.

**The telephone number remains the same**

# **0800 169 7676**

- The much improved service now includes all staff employed in Norfolk schools. Previously, support staff were only included if governors bought in to the service. Now all school staff are included automatically.
- The service will continue to provide free, confidential telephone support on any issue – personal or professional. This service is available 24 hours of the day, every day of the year. There will always be someone there at the end of the phone to listen and support you.
- When appropriate, up to five face to face counselling sessions may be provided near to where you live or work. This service is designed for short term intervention only. Advice may be given about where to seek support for more long term issues.
- The new service now includes free, confidential financial and legal advice
- The service has now been extended to include partners and dependant children under the age of 21.
- Managerial advice will continue to be offered but not on the old separate number. Please use the number above for this service. Posters displaying the old managerial advice line number should be destroyed.
- You should have received by now inserts with pay-packets and the new posters are included with this newsletter. Please could you arrange for the posters to be displayed on your staff notice board? Please ensure all staff are aware of the new enhanced service.

We do hope that many more staff will make use of the new Norfolk Support Line.

### **Need new facilitators trained or would like to join the Programme?**

Spaces are available on the following training days.

Dates and venues are:

7<sup>th</sup> October 2005 – Imperial Hotel, Great Yarmouth

11<sup>th</sup> November 2005 – West Norfolk Professional Development Centre

29<sup>th</sup> November 2005 – Dereham Football Club

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

## Well-Being Day for Fakenham Cluster Schools

Staff in schools in the Fakenham Cluster enjoyed a well-being day at Knights Hill, Kings Lynn on 11<sup>th</sup> April. The event was organised by Sue Lunnun, Well-Being facilitator and Headteacher at East Rudham Primary School.

Andy Mash, Diocesan Director of Education, opened the conference, encouraging us to think how staff well-being can enhance our personal as well as our professional lives. Mr Roundie and Mr Squarie, familiar to those of you who have attended new facilitator training days in the West, made a welcome return.

Staff had a choice of workshops, including stress management, developing emotional intelligence, work / life balance, head massage, promoting a well-being culture in schools and drumming for well-being. There were also opportunities for time for reflection and use of the leisure facilities at the hotel.

After lunch, David Keeling inspired us with a lively presentation on managing change and making the best use of opportunities. His thought provoking presentation challenged us all to evaluate our work with children and the way we look after our own well-being.

'It was a great way to start a new term', said one of the delegates.

Our thanks go to Sue Lunnun for organising the successful event.

## Meetings

Meetings are a valuable way for staff to communicate effectively with each other and to be part of the consultation process in the organisation. However, they can be seen as a waste of time and irrelevant.

Here are 10 top tips for ensuring meetings are valuable and effective for all staff: -

- Clear purpose for the meeting - communicated to all
- Agenda in advance
- Opportunities for staff to contribute to agenda
- Meeting chaired effectively
- Opportunities for all to participate - small group / pair discussion
- Fixed time limit
- Prompt start
- Finish on time
- Record / minutes of meeting made available to all
- Staff aware of action required following meeting / time scale

Well-Being Evening On 20<sup>th</sup> November 2004  
@ Eaton Hall School.

On the evening of 20-11-04 an evening was held in school in aid of Well-Being. On one level the evening was aimed to bring the staff together within a social setting and on another level, to raise funds for the Well-Being initiative. The evening started with a quiz created by Derek Bunn, onsite manager. This was followed by a fashion show utilising models from within the school. Clothes were kindly loaned from "Clothes for Real Women" on Earlham Road. A raffle followed with prizes, which were all kindly, donated to the school, i.e., a haircut from Max Giamello's, a home podiatrist visit, initial assessment and first treatment at a chiropractor, free make over from MAC make up counter in Jarrolds, £50 of shopping vouchers and a book. The evening concluded with an auction of various services as provided by the staff. These covered a wide range of areas and interests. For example, weekend on the broads, one night stay at a hotel in Wroxham, ride on a Harley Davison, 2hrs worth of ironing, flower arrangement, musical services, ride on mule drawn cart, wine appreciation class, horse riding lesson, canoeing through waterways of Norwich, half a day on a climbing wall, foot massage, somebody's shirt (which they were presently wearing), interior design consultation, the painting of one room, someone offered to bake a celebratory cake and a days labouring. Bids for these services raised over £600. The night was hugely successful in both enjoyment and financial terms. In total the evening raised £852. This sum opens up the first Well-Being account to be held by the school. It shall be utilised for various means, staff in crisis, contributions towards training days, meals out, little luxuries which make the work place a nicer place to be etc. We are already thinking about our next fundraiser for the initiative and are overwhelmed that the night was so successful.

Lianne Quantrill, Well-Being Facilitator.

### **And finally .....**

After four and a half years in the role of co-ordinator of the Norfolk Well-being Programme, David has decided to return to school and take up the post of Headteacher at Thomas Bullock VA Primary School, Shipdham, in September.

He says 'Although I am looking forward to returning to school, there will be many aspects of the Co-ordinator's job I will miss greatly. In particular, it has been a privilege to work with so many great staff across Norfolk in very different organisations. Your commitment and enthusiasm in promoting a culture of Well-Being throughout the service have been inspirational. There are now over 350 organisations in Norfolk taking an active part in the programme, carrying out regular reviews and enabling staff to address the issues raised. It is encouraging to note the evidence of improvement in staff Well-Being in many active organisations within the Programme.

Thank you to everyone for your help, support and advice during the past four years – facilitators, heads, consultants and development group members.

I would like to give special thanks to Paula Amis and Jackie Williamson, the admin team. Their workload has increased four-fold with the expansion of the Programme. Their commitment, efficiency and support have enabled this expansion to take place very effectively. The new Co-ordinator is in good hands!

My successor will be John Nicholls, (Head-teacher at Buxton Primary). I do wish him every success and happiness in this fascinating role.'

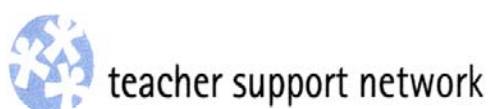
## Network Meetings

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

10 <sup>th</sup> May	Professional Development Centre, Kings Lynn	2.00pm or 4.00pm
Contact:	Pat Williamson, South Wootton First School	01842 763981
12 <sup>th</sup> May	Charles Burrell High School, Thetford	4.00pm
Contact:	Sue Stevens or Carole Haggart	01842 763981
16 <sup>th</sup> May	Heartsease First School, Norwich	4.00pm
Contact:	Karen Bramble	01603 467037
17 <sup>th</sup> May	Wayland Community High School	4.00pm
Contact:	Ruth Hardy	01953 881514
19 <sup>th</sup> May	Caister Middle School, Gt Yarmouth	4.00pm
Contact:	Kim Dyle	01493728223
25 <sup>th</sup> May	Toftwood Community Junior School, Dereham	4.00pm
Contact:	Helen Crawford	01362 694919
26 <sup>th</sup> May	Buxton Primary School, Norwich	4.00pm
Contact:	John Nicholls or Belinda Hannant	01603 279357
14 <sup>th</sup> June	Hethersett High School	4.00pm
Contact:	Kay Scott	01603 810924
22 <sup>nd</sup> June	St. Thomas More RC Middle School, Norwich	4.00pm
Contact:	Simon Cornish or Sarah Reynolds	01603 441484
23 <sup>rd</sup> June	County Hall: Edith Cavell , County Hall Annexe	2.00pm
Contact:	Paula Amis	01603 222326
29 <sup>th</sup> June	Fakenham High School	4.00pm
Contact:	Jennifer Spencer	01328 862545
30 <sup>th</sup> June	Manor Field First & Nursery, Long Stratton	4.00pm
Contact:	Barbara Adams or Judith Baker	01508 530326

FOR FUTURE DETAILS ON THE WELL-BEING NETWORK MEETINGS, PLEASE  
LOOK AT THE WELL-BEING SITE AT [www.norfolkesinet.org.uk](http://www.norfolkesinet.org.uk) AND ON THE  
E-COURIER



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