



Well-Being:
making a
difference

Spring 2007

WELL-BEING

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

WELCOME !

Welcome to our Spring 2007 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

'Theory of Stress' Poster

Anna Seaton from Mill View Middle School recently attended a Well-Being facilitator training session. Anna thoroughly enjoyed the session hosted by Judy Reeves which inspired her to devise a poster to put on her Well-Being board so all the staff of the school could recognise the systems of stress and how to cope with them.

Please find attached a copy of the poster, which you might like to display on your Well-Being board.

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

Spaces are available on the following training days-

26th February 2007 – West Norfolk PDC

9th March 2007 – Imperial Hotel, Great Yarmouth

11th May 2007 – Norwich PDC

8th June 2007 – West Norfolk PDC

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

The Role of a Well-Being Facilitator

Sometimes we forget what our role as a Well-being Facilitator is. Listed below are some things as a Facilitator we should and we shouldn't be doing.

DO remember to look after your own well-being!

DO remember your commitment to the role has launched well-being awareness in your organisation.

DO encourage others to take responsibility for finding their own solutions. Your role does not include sorting out other people's problems.

DO encourage others to use the confidential counselling Norfolk Support Line. It should not be seen as only a crisis management service.

DO ask for assistance in your role, if and when required, from colleagues or from the Well-being team.

DO keep Well-Being on the agenda by having a slot at staff meetings. This will encourage others to come up with ideas, suggestions and concerns.

DO contact other facilitators for support and encouragement.

DO remind yourself of your achievements.

DO remember that a small change can make a difference and create big results.

DON'T feel 100% responsible for the well-being of your school/organisation. It is not your responsibility. Your role is to **facilitate** the improvement of well-being in your organisation.

DON'T feel under pressure to always be seen to be doing something.

DON'T make yourself 100% available to other staff. Leave time for your own work/needs and if it would be beneficial, have allocated time when you are available to discuss Well-being.

DON'T allow others to use you as a counsellor.

DON'T have too high expectations of yourself. It will add to the pressures and can lead to disappointment and stress!

DON'T forget how highly the Well-being team values you and your contribution to the Well-Being of Children's Services staff in Norfolk.

Why should we complete a regular Well-Being Questionnaire?

Recently, the Health & Safety Executive published new guidelines and management standards to tackle work related stress. The Well-Being programme incorporated these standards by adding new questions to the existing questionnaire.

The Well-Being questionnaire can help organisations identify hazards and provide an effective tool to enable employees and managers address the issues.

If your organisation completes a questionnaire once **every two years**, your organisation is complying with the new guidelines set by the HSE.

If you would like any more information on this, please contact the Well-Being office.

Muscular Skeletal Rehabilitation Scheme

Musculoskeletal related absences have for years been one of the largest single causes of absence for most employers, albeit in the public or private sectors. Unfortunately, due to the pressure on the NHS in some parts of the country it can be 12 weeks or more before you are able to get an appointment to see a NHS physiotherapist!

NCC has a contract with a private service provider which has greatly reduced the impact of musculoskeletal injuries and conditions for both employers and employees alike. The contract with IPRS (Injury Prevention & Rehabilitation Services) has been in place since April 2005 and has brought with it many benefits. The average time between referral and Initial Assessment by an IPRS clinician is only three working days!

With an average number of about 1000 NCC employees receiving treatment through IPRS per year it has a tremendous impact on this type of absence within the council. In addition it has also benefited council employees in their private lives as musculoskeletal pain is a problem 24/7 and not just when the individual is at work.

The service provision includes physiotherapy, osteopathy, chiropractic, podiatry and rehabilitation. The treatment type and location will be determined by IPRS and will deliver the most appropriate treatment for your injury / condition and also take into account where you work or live when determining the most suitable clinical team to provide your treatment.

With this type of 'early intervention' strategy, IPRS can get the individual back to their pre-injured state in the quickest possible time. Not only reducing or preventing an absence but greatly reducing the amount of time an individual is in pain.

The service provides treatment for those who are absent or still at work with the main criteria being that the injury should be work related or work exacerbated and supported by a NCC Incident Report form. IPRS have trained some 800 line/referral managers across NCC to date with attendance on the monthly training courses being co-ordinated by the Councils Corporate Occupational Health Advisor – Paddy Lorenzen, who can be contacted on 01603 22 33 38 or you can email Paddy at patrick.lorenzen@norfolk.gov.uk

How to Access this Service?

Access to this service is free to schools in the Council's Sickness Insurance Scheme. This service can be accessed through the Schools HR Consultant/Officer or through a member of the school's staff who have attended a free training session.

Access for schools not in the Scheme can be obtained for a one-off fee, again via your HR Consultant/Officer.

If you would like any further information on this service you can either view the NCC-IPRS referral website, www.iprs-ncc.co.uk or contact your school's Personnel Consultant or Personnel Officer.

Case Study

A 53 year old male employee was told by his GP to stay away from work and normal social activities until they had received physiotherapy for their injury. The patient was informed that they would have to wait three months to get this treatment which greatly dismayed the employee. After being referred to IPRS the patient was seen within 48 hours and was back at work only ten days later!!

A CHANGE TO THE CONFERENCE

Due to our rapid expansion into Children's Services, and subsequent workload, and a reduction in budget, we are unable to organise a conference this year. We know this will be a disappointment to many of you, who see the conference as the high point of the year!

Instead, we will be holding two training days: Knight's Hill Hotel on Thursday 14th June and Sprowston Manor Hotel on Friday 15th June.

Each day will have 2 training modules:

Morning - Creating and sustaining a stress-resilient organisation
Afternoon - Acknowledging achievement.

These sessions will be provided by Worklife Support, the national Well-Being Programme and are of a very high quality.

You can come to one session for £55 or two sessions for £100. Tea, coffee and a buffet lunch are included in the cost.

Information regarding the training days will be sent out during the second half of the Spring 2007 term. Please note, the number of places available will be limited to two per organisation and the training sessions are only available for trained Facilitators.

TRAINING AND DEVELOPMENT FOR SCHOOL SUPPORT STAFF SPRING 2007

All schools should have received the 'Framework for School Support Staff' sent out just before Christmas. The framework has been created to help schools and individuals consider training and development options for support staff. The presence of well-trained, confident staff whose skills and expertise are recognised and promoted has a positive impact on pupils achievement and well-being.

Teaching Assistants

We continue to support our Core Training Programme for Teaching Assistants which includes;

- Induction – *for new Teaching Assistants*
- NVQ Level 3 – *recommended for Teaching Assistants with a min of 1 years experience*
- Higher Level Teaching Assistants Status (HLTA) – *to recognise and reward professionalism and experience of support staff* – **APPLICATIONS FOR HLTA TO BEGIN SUMMER TERM 2007 MUST BE RECEIVED BY SPRING HALF TERM**
- Foundation Degree for Teaching Assistants – *this award offers aspiring learners the opportunity to progress on to a full degree programme.*

Other Opportunities

In addition we will be offering some extra T&D Opportunities, please see below.

If you have any queries on support staff training and development please contact Denise Beckett on 01603 222743

TRAINING AND DEVELOPMENT OPPORTUNITIES

SCHOOL SUPPORT STAFF

SPRING TERM 2007

Support work in schools qualifications (SwiS)

These new qualifications are designed to meet the needs of all support staff, including;

- MSA's
- Administration staff
- Caretakers
- Technicians
- Grounds staff

and those newly appointed to classroom support roles.

They include mandatory units on working with children and young people and working within a school environment as well as optional units designed to be flexible in recognising and enhancing a staff members current skills and experiences. The qualification offers an award or certificate available for study and will lead onto existing and new NVQs in relevant skilled areas.

This qualification is fully funded *further details can be found on the attached flier.*

Expression of interest can be recorded on the attached form. Please also indicate preferred location.

Getting the most from your museums visit

This two day course will examine the impact on learning of establishing links and developing partnerships between museums and schools it covers;

- Organising the school visit
- Structure of the visit
- How the visit can develop pupil knowledge and understanding
- How the visit can promote creativity and develop personalised learning.

The Local Authority with Norfolk Museums Service is offering this course on a trial basis with a limited number of places being fully funded in the first instance.

Priority places will be allocated to Teaching Assistants with HLTA status.

For further details please return the attached expression of interest.

This course will be held at Norwich Museum.

HIGHER LEVEL TEACHING ASSISTANT STATUS

APPLICATIONS FOR TRAINING & ASSESSMENT OF THE SUMMER TERM 2007 MUST BE RECEIVED BY SPRING HALF TERM.

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.

Certificate in School Business Management (CSBM)

A course designed for bursars and school business managers wishing to take an active part in leading effectiveness and efficiency improvements in their schools.

An opportunity to attend this highly successful course locally, on a NON-RESIDENTIAL basis now exists for candidates from Norfolk.

See attached information sheet.

This programme is fully funded

If you would like to apply to undertake this course on a non-residential basis please return the attached expression of interest.

Applications for the three two-day residentials in Cambridge are also available, details and application forms can be found on the National College for School Leadership (NCSL) website at www.ncsl.org.uk/bursar.

Network meetings for Higher Level Teaching Assistants

Once again we are inviting HLTAs to attend meetings where they can engage in professional dialogue with colleagues and discuss issues.

Places will be offered free to HLTAs and it is hoped this will be the beginning of regular termly meetings for HLTAS.

22/02/07 - John Innes Centre, Norwich
01/03/07 - Kings Centre, Gt Yarmouth
08/03/07 - Fakenham Racecourse
15/03/07 - West Norfolk PDC
22/03/07 - Hethel Engineering Centre, Hethel

Sessions will start at 4.30 and finish by 6pm.

Regional briefing sessions for ALL schools and their support staff

We would like to invite Schools and their support staff to attend briefing sessions to;

- Present the framework
- Discuss the evolving roles of support staff in schools and
- Launch the next round of HLTA applications.

These sessions will be held regionally throughout Norfolk. Places will be limited to 2 per school in the first instance.

22/02/07 – John Innes Centre, Norwich
01/03/07 – Kings Centre, Gt Yarmouth
08/03/07 – Fakenham Racecourse
15/03/07 – West Norfolk PDC
22/03/07 – Hethel Engineering Centre, Hethel, Nr Mulbarton

Sessions will start at 1.30 and finish by 3.30

If you are interested in taking part in any of these opportunities, please email denise.beckett@norfolk.gov.uk by the 2nd February 2007 at the latest.

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:

27 th February	County Hall Education Reception Meeting Room	2.00pm
Contact:	Paula Amis	01603 222326
1 st March	West Norfolk Group: Farmers Arms, Knight's Hill Hotel	2.00pm or 4.00pm
Contact:	Paula Amis	01603 222326
6 th March	Thetford Garden Centre, Thetford	4.00pm
Contact:	Paula Amis	01603 222326
7 th March	Spixworth First School & Nursery	4.00pm
Contact:	Jill Oxbury or Katy Smith	01603 898483
13 th March	Scole Primary School	4.00pm
Contact:	Gill Munday or Gill Osborne	01379 740654
15 th March	Caister-on-Sea First & Nursery School	4.00pm
Contact:	Carol Kemp, Lynn Smith or Karen Warner	01493 728560
21 st March	Sheringham Woodfields School	4.00pm
Contact:	Sue Lowe or Lesley Redford	01263 820520
8 th March	Ashleigh Infant & Nursery School, Wymondham	4.00pm
Contact:	Vicky Playle	01953 602410

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



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Norfolk Children's Services Staff Well-Being Programme:
Network meetings Spring 2007

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.

27 th February	County Hall: Education Reception Meeting Room,	2.00pm
Contact:	Paula Amis	01603 222326
1 st March	West Norfolk Group:	2.00pm or 4.00pm
	Farmers Arms, Knight's Hill Hotel	
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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.

