



Well-Being:
making a
difference

Autumn 2006

WELL-BEING

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

WELCOME !

Welcome to our Autumn 2006 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

Workplace Bullying and Harassment

All employees have the right to work in an environment free from bullying and harassment. Many of our schools and services have such an environment but for the small number of people who experience bullying or harassment, it can be very stressful and overwhelming.

The most important thing to do if you are feeling bullied or harassed is to seek support. You can get help and advice from:

Your organisation's HR Officer
Headteacher or Line Manager
Trade Union Representative
Norfolk Support Line 0800 169 7676

Corporate HR produce a leaflet called Dealing with workplace bullying and harassment. You can also get further details from the HR section of Norfolk Esinet.

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

Spaces are available on the following training days-

6th November 2006 - Imperial Hotel, Great Yarmouth
14th November 2006 - Dereham Football Club
15th January 2007 – Norwich PDC
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!

Well-Being Facilitator's Conference – 15th & 16th June 2006

Our conferences took place at Barnham Broom and Sprowston Manor Country Club in June. Both days went brilliantly and from delegate's evaluations, exceeded everyone's high expectations.

Meera Spillett, Deputy Director of Children's Services opened the conference on Thursday with an overview of Every Child Matters and how staff well-being can help address these issues. On Friday, Lisa Christensen, Director of Children's Services, provided the opening address on the same theme.

As in previous conferences, there were a wide range of workshops to take part in, ranging from Professional Development Placements to Circus Skills, Creative Writing to Recognition. We received positive feedback for all the workshops and it was clear from discussions over a fantastic lunch, the sessions were a great success.

Ian Chakravorty, from Go Mad Thinking led the afternoon session and as well as entertaining us, helped us to set goals and make a difference to our lives and others.

A big thank you to all those who took part! It was a fantastic two days.

Job Fulfilment

Do you look forward to going to work every day? We spend a large amount of our time at work - do you get a sense of satisfaction while you are there?

What is job satisfaction?

Do you feel fulfilled in your job?

There are several reasons that can be a factor towards job satisfaction for example:-

- Your achievements are recognised
- Your views are listened to
- What you do makes a difference or is worthwhile
- You have a good life/work balance
- You look forward to going to work
- There's an opportunity for future growth, with training opportunities

Sometimes work may become too familiar and may not stimulate us. Career priorities can change, you may have lost your sense of direction. Getting job satisfaction is up to you – and taking control itself can cause a great deal of satisfaction. Perhaps think about what you see yourself doing in 10 years time?

Think about what's important to you? Responsibility? Authority? Creative control? Consider new ideas – or taking on additional duties? The ball is in your court!

Eaton Hall School
Well Being Training Day
19/04/06

On the 19th April Eaton Hall School had its annual inset dedicated to "Well Being". Training days up until this point had mainly consisted of school based brainstorming sessions. These sessions focused on the three main areas which were identified as in need of improving. Cross-fertilising staff aided a wider empathy for one another's job role and forced staff to work outside of their comfort zones and with people whom they may not ordinarily work with. This dividing of the staff allowed for others to see what positive or negative factors other staff members had to deal with. This spreading of "school experience" also gave way for a spreading of "resolution". It was found that staff members could solve another's issues just by being more cognisant of the issues that others had. Simple things like resources being shared more equally, becoming more aware of one another's PPA time or having an appreciation for the skills that staff do or don't possess all aid staff well being and allow the initiative to penetrate in the organisation and ethos that little bit deeper. From this, the culture of the school feels like there is more of a 360-degree colleague awareness in place. This may be in terms of putting in praise when and where it is due or it could be having an extra awareness of staff when they are feeling over burdened.

As all this had already been achieved, mainly through inset days, it was thought that a reward was in order as well as a change of direction, so as to keep engagement at a maximum. Staff came to school on the 19th at 8.30. The fire bell was set off in order to congregate all staff members outside. A colleague and I (clutching 20 helium balloons) led the staff team down the drive to an open top bright red bus. Here staff were asked to get on board. Each staff member was issued with a bag of sweets, a booklet containing song lyrics and the fortunate ones were given a balloon too. The bus then departed taking us on a sight seeing tour of Norwich. Before the commentary started we got out our song sheets and bellowed songs out at the top of our voices. It was a sight to behold (as you can imagine). The trip around Norwich was informative and staff were told several things about Norwich that they had not previously known. Such as Chapelfield Gardens used to be a reservoir, Norwich has the most churches out of all the cities in Britain and the river entitled "The Wensum" actual translates to meaning "winding". The trip worked in two ways to enhance well being. 1.) To give staff a greater knowledge of the area they live and work in and 2.) To have a good laugh and increase staff cohesion. The mission was certainly accomplished.

We returned to school and congregated in the hall to discuss individual well being. We completed several different exercises and looked at how we are going to implement Well Being further. We then broke for lunch, which consisted of dishes all brought in by the staff. This gave our treasured kitchen staff a break and gave us something to talk about too. After lunch the staff (who did not know what was coming next) all joined together for a drumming workshop. Some people were a little daunted others were delighted but at the end EVERYBODY appeared as though they enjoyed it and had fun. An interesting aspect of the workshop occurred when we were asked to drum individually. Those of us who had been doing so quite capably within the group suddenly went to pieces when we had to play on our own. This made me think of how we work individually within the school although we are supported by each other. Take that support away and we don't work so well. That's why for me and all the staff at Eaton Hall the well being initiative is so vital to increased productivity/creativity and happiness. The whole day cost £468. Money well spent when you bear in mind that one of the teaching staff going sick for five days would cost £800 to replace. If days like this improve morale, reduce absenteeism, increase esteem and assertiveness and generally make people feel valued why are they not a compulsory training day for all schools and services? Let's hope that in the not too distant future this dream will be realised.

Lianne Quantrill, Well Being Facilitator. x

STUDENT SUPPORT UNIT

WELL-BEING DAY – 17 MARCH 2006 HORSTEAD CENTRE

As part of our Well Being we visited the Horstead Centre on 17 March 2006 for a day of team building activities.

Our whole office attended which comprised of 7 men and 7 women.

We spent the morning mainly indoors for some team building activities. We did activities that helped us to work together and this was by way of raising a cane to the floor (not as easy as it sounds!). Next we were split into two teams of seven and our task was to get the whole team through hoops in as quick a time as possible. These activities were good fun and we laughed a lot.

Before coffee we ventured outside well wrapped up on what was a bitterly cold day to have a go on the Equilibrium (a balancing exercise!). After coffee we went outside again where we were all blindfolded and handed a rope and our task this time was to form a square, we were all suitably impressed when we removed the blindfolds to reveal a very good square. Following this we then went on to do various low rope activities after which we were ready for lunch.

In the afternoon we braved the cold again to have a go at climbing or archery. Many of our group faced their fear of heights and found themselves at the top of the climbing wall and then swinging through the air on the zip line whilst the rest of us enjoyed some Archery.

This was a very good day in which everyone took part and enjoyed the day, it was relaxed, we worked as a team and we laughed a lot.

Highly recommended and did wonders for our Well Being!



Well-Being Events at Sensory Support

I would just like to let you know about the event we held in our office for Easter, called the Great Office Easter Egg Hunt. Creme eggs were put into yellow envelopes and hidden in various places throughout the office with staff names on. It was hilarious to see some staff members determined to find their eggs at all costs! It was nice to see everyone take a few minutes out of their busy day for some lighthearted fun.

In February, we held a 'bring a plate event' in the office, everyone brought in something to eat to share with everyone else, so the end result was a big buffet-style lunch with a lot of variety. This made sure that people who don't usually stop for a lunch break (or even have lunch at all) could have lunch away from their desks and have a chat with people they hadn't seen for a while). We held the same event again in June, this time, it was an outdoor picnic with a 'sports theme' including various races to be held for fun. This is to celebrate a year of being in our new office, so an 'anniversary' cake is being made for everyone to share.

Liz Smith - Children's Services Sensory Support

Well-Being in Education Financial Services

The Well-Being facilitators in Education Financial Services recognised that the Spring Term for their employees is a particularly stressful time with end of financial year figures and budgets to balance for the 400-odd schools they support. They agreed that a couple of hours away from the office to focus on Well-Being would be really beneficial – and it was! Chris Cullen approached CTD to see what could be provided to help employees pick up some practical tips for getting through this busy work time. Trainer Jane Clarke delivered a two hour session called 'Spring Term Survival' that included an 'office workout' with stretches that could be done at the desk, a 'keyboard recovery' to loosen up shoulders and hands and help prevent strain injuries and lots of ideas for energising the office and the people in it. There was also advice on time management, fitness and diet and an opportunity to try out some healthy drinks and snacks. Employees were encouraged to get away from the desk at lunchtime and do something different, and as a special incentive Jane managed to get them all a free pass at the Holiday Inn Spa.

Here's what some of them had to say about the session:

"I came away from the session feeling relaxed and refreshed"

"I felt really good and relaxed physically the next day"

"We have certainly put the 'keyboard recovery' session to use in the office – it really seems to help"

"We are now having a healthy treat day rather than the donuts etc, that we usually have"

"The healthy drinks and snacks instead of usual tea break was an excellent idea"

"I'm using the ideas straight away"

"I made the effort to go for a run lunchtime"

"It made me think about my current habits and has already helped me to have a more positive perspective about some of the obstacles I have to overcome. If I keep it up, it could be life-changing!"

Chris Cullen who arranged the sessions was delighted that there was so much in the course that would impact upon people's lives outside the workplace, along with helping make office time a more pleasant experience. This is a consistently positive aspect of well-being courses, and helps breakdown what at times can be a harsh work/place divide. It was enhanced by the whole-hearted manner with which people engaged with Jane's suggestions. The harsh reality is however, that the good habits that we learn must be practiced regularly! A well-being course is potentially a lot more than 'just another course'.

If other Well-Being Facilitators or Team Managers are interested in running a similar session, contact CTD on Jane Clarke on 01603 223414.

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.

Well-Being at Stalham Middle School

As alarm clocks broke the silence of the bright, clear morning, mixed feelings flooded through the staff at Stalham Middle School. Was it trepidation, excitement or simple foreboding?

Ablutions completed, we dressed in 'sensible' clothing and, hearing the weathermen warn of heavy afternoon showers, retrieved our waterproofs from the back of the wardrobe.

We got into our cars and headed out towards the coast to take part in a staff development day at Hilltops Outdoor Centre. We had been organised into teams for morning tasks and given a choice of activities during the afternoon.

Refreshments were available on arrival and the Hilltop staff seemed friendly and welcoming – our fears abated just a little.

But then it was time to leave the warm comfort of the meeting room and step outside to embrace the challenges that had been set for us. What horrors would we face?

We quickly found out. Giant caterpillars, snake pits, assault courses and blindfolds were just some of the hurdles we had to overcome. Indiana Jones eat your heart out!!!

People became trapeze artists as they balanced on top of a huge fallen tree, squeezing past their team members to congregate at the other side. They imagined crocodiles snapping in the water below as they built a bridge across a space and then scooped it back up again once everyone was safely crossed. Splinters embedded themselves in knees as staff crawled across gaping chasms between two or tree stumps and we gave up the right to our own personal space as body parts were grabbed, gripped or grasped as a team member narrowly avoided falling into the snake pit.

Having finished our team challenges, and worked up a hearty appetite, we devoured the delicious lunch Hilltops provided. We spent a happy hour conducting a post-mortem on the morning's events, praising team members for their lateral thinking skills and laughing about the time that X nearly got hit on the head by that plank of wood.

Lunchtime over, we checked our schedules and joined the group that were going shooting, orienteering, abseiling etc and had a pleasant afternoon setting ourselves personal, rather than group, challenges. The afternoon was, unfortunately, interrupted by the promised heavy down pour, but we didn't let it spoil our fun and the hardy souls among us carried on regardless.

By early evening, the adventure was over and we trooped home, damp from the rain, footsore and weary, but happy. The day had been a success. Challenging, certainly, but we had gladly risen to that challenge and conquered our fears. We had worked as a team, put our trust in our colleagues and they hadn't let us down. We'd had to think creatively, solve problems and managing our time successfully. We'd also forged new friendships and cemented old alliances. We had survived being taken out of our comfort zone and survived being eaten by enormous, hairy caterpillars, with their long bodies and their big teeth and ...

Sara Ward – Stalham Middle School

Promoting Headteacher Well Being

This year, in addition to providing personal and professional support for heads, I will be working on four new projects.

1. Well-being of partnership headteachers

The number of partnership schools in Norfolk has increased. Often 2 (or more) small primary schools, not too far apart, share the same headteacher. This arrangement can benefit pupils and staff, maximising opportunities for collaboration and sharing expertise and resources. However, leading and managing 2 or more schools brings its own challenges and I am working with heads to research factors that affect the success of the partnership. I plan to produce a short report – ‘a blueprint for success’ which will be useful for prospective heads and governors.

2. Well-being resources pilot

10% of heads from all phases of education have agreed to trial some free on-line resources based on Cognitive Behaviour Therapy (CBT).

CBT demonstrates that what a person thinks about a situation or problem may affect how they feel physically and emotionally, and may also alter what they do.

If the feedback is positive and heads find that their emotional and psychological health has benefited, it can be recommended to all Norfolk heads and other colleagues.

If there are any other heads who are interested in learning more about the project or who wish to take part, please contact me.

3. Children's centres and heads' well-being

Sharing expertise can reduce workload. There are a number of heads who have overseen the building of, and are now running, a children's centre on their school site. They have a wealth of experience and can offer support and guidance to heads in the future tranches. I will organise a self-help group if colleagues think that it would be useful.

4. Explore training opportunities to develop heads' well-being

Data gathered anecdotally and from the national Well-Being Programme suggests that the most successful heads often compromise their own well-being and effectiveness in order to minimise the impact of changes on their staff.

A number of authorities access well-being training for heads and I'm liaising with them and some of their headteachers to assess its impact, prior to exploring whether Norfolk could do the same.

If I can be of any support to you at all, please do not hesitate to contact me.

Julia Hurlbut, Headteacher Well-Being Support Officer
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01263 713832 or 07990 952813

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 th October	West Norfolk Group: Farmers Arms, Knight's Hill Hotel	2.00pm or 4.00pm
Contact:	Paula Amis	01603 222326
11 th October	Thetford Garden Centre, Thetford	4.00pm
Contact:	Paula Amis	01603 222326
18 th October	Sparhawk First School & Nursery	4.00pm
Contact:	Carina Ingham or Celia Cooper	01603 406406
19 th October	Cliff Park Community Middle School	4.00pm
Contact:	Janette Coward or Linda Perry	01493 663612
31 st October	Harleston CE VA Primary School	4.00pm
Contact:	Sue Dowsing or Marilyn Watts	01379 853211
7 th November	Sheringham Community Primary School	4.00pm
Contact:	Carole Fields or Teresa Goodson	01263 823848
8 th November	Framingham Earl High School	4.00pm
Contact:	Learning Support Centre Jackie Auger	01508 492547
15 th November	County Hall: Education Reception Meeting Room	2.00pm
Contact:	Paula Amis	01603 222326
16 th November	Browick Road Infant School, Wymondham	4.00pm
Contact:	Su Summers or Jill Brown	01953 603061

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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