



Well-Being:  
making a  
difference

Summer 2007

# WELL-BEING

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

## WELCOME !

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

### Attention All Support Staff..... Modern Reward Strategy – Knowledge is Power!

The best way to deal with any period of change is to make sure you are well informed. That is why it's been our aim to keep all school support staff up to speed on what MRS is about, why it's happening and the changes that may result from it.

Since the project began we have been communicating to support staff in schools in a number of ways:

A **Launch Booklet**  
Regular **Newsletters**  
Comprehensive **pages on esinet**  
Features in **In Hand** magazine  
Features in **Our Norfolk** magazine  
**Online** updates

And now you can find information via your Well-Being facilitator – **keep an eye on your Well-Being notice board.**

Coming soon.....In the next few months a proposal will be released to staff detailing suggested changes to your pay and conditions. **Make sure you have your say** and follow the instructions on how to respond.

If you feel that you have missed out on any of the information or would like to know more about the project click [www.norfolk.gov.uk/schoolsmrs](http://www.norfolk.gov.uk/schoolsmrs) alternatively ask your Headteacher, trade union representative or email [mrs@norfolk.gov.uk](mailto:mrs@norfolk.gov.uk) .

## **Headteacher Well-Being Afternoons**

Julia Hurlbut, the Headteacher Well-Being Support Officer, invites all Norfolk headteachers to join her for afternoon tea and to take time out of their busy school lives to network with colleagues and reflect on current issues etc.

These events, which are FREE, are sponsored by the NAHT.

<b>Date</b>	<b>Time</b>	<b>Venue</b>
12 June '07	1-4 p.m.	Caistor Hall, Norwich
19 June '07	1-4 p.m.	Links Hotel, West Runton
21 June '07	1-4 p.m.	Imperial Hotel, Great Yarmouth
26 June '07	1-4 p.m.	Lynford Hall, Mundford
28 June '07	1-4 p.m.	Knights Hill Hotel, King's Lynn

If you'd like to book a place or would like more information please email the Well Being team at [epswellbeing.edu@norfolk.gov.uk](mailto:epswellbeing.edu@norfolk.gov.uk)

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

Spaces are available on the following training days: -

8<sup>th</sup> June 2007 – West Norfolk PDC  
25<sup>th</sup> September 2007 – Dereham Football Club  
8<sup>th</sup> October 2007 – West Norfolk PDC  
6<sup>th</sup> November 2007 – Norwich PDC  
16<sup>th</sup> November 2007 – Imperial Hotel, Great Yarmouth

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

## **NO MORE PAPER!!!**

### **FACILITATORS – I WOULD LIKE TO MAKE YOU AWARE**

The Summer 2007 Newsletter and the Summer 2007 Network meeting list will be the last information sent to you in the post on paper. All future Newsletters and Network meeting dates will be available on the Children's Services Well-Being Website.

<http://school.norfolk.gov.uk/go/wellbeing>

## **Norfolk Support Line**

**0800 169 7676**

Norfolk Support Line  
Free confidential  
counselling and advisory  
service  
Freephone  
0800 169 7676

Norfolk Support Line (NSL) has been part of the Council's support network for employees since 1996.

Some of you may be familiar with NSL, or maybe even have used it. However, significant changes have occurred to create a more comprehensive service.

The greatest change has been the inclusion of ALL Children's Services employees into the service. This means that 8000 employees working in schools, who were previously not entitled to access, can ring at anytime to speak to a qualified counsellor and, if necessary, arrange to see a counsellor locally for up to 5 sessions.

NSL is also now available to employee's partners and dependants (children up to the age of 21). This is because the Council recognise problems and stresses encountered in the family and at home can have an effect on your work life.

NSL is able to offer advice (and Counselling when necessary) on a number of issues including, but not limited to: -

- Money management
- Legal queries
- Stress
- Phobias
- Substance misuse
- Trauma
- Bereavement
- Domestic Matters
- Emotional Problems
- Anxiety
- Depression
- Support for Managers
- Consumer advice information

Further information can be found at:

[http://intranet.norfolk.gov.uk/hr/Content/support\\_line.asp](http://intranet.norfolk.gov.uk/hr/Content/support_line.asp)

## Work Life Support Training Sessions

Due to the high demand, the Work Life Support training day at Sprowston Manor is now full. There are however, places still available at Knight's Hill Hotel on Thursday 14<sup>th</sup> June. If you are a trained Facilitator and are interested in attending, please contact the Well-being Office for further information.

The day consists of 2 training modules:

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

The cost for the day for one session is £55 or two sessions for £100. Tea, coffee and a buffet lunch are included in the cost.

### Critical Incidents, Bereavement and Trauma in School Communities

Did you know that 78% of 11-16 year olds say that they have been bereaved of a close relative or friend? Did you know that 3% of 5-15 year olds have experienced the death of a parent or sibling? Did you know that these children have been found to score 1.3 grades below their peers in GSCE examinations?

However, there is not much schools can do to help. If you would like advice or training in regard to supporting bereaved children in school, please ask your school support team or the Critical Incident Co-ordinators. We have also published on the intranet an information sheet about supporting children who have a life limiting/life threatening illness or who are bereaved.

([http://schools.norfolk.gov.uk/myportal/custom/files\\_uploaded/uploaded\\_resources/1587/SchoolsInformation-Supportingdyingorbereavedchildren.doc](http://schools.norfolk.gov.uk/myportal/custom/files_uploaded/uploaded_resources/1587/SchoolsInformation-Supportingdyingorbereavedchildren.doc))

Following our successful conference at the end of February, we are planning further training sessions in all 5 areas. We can also offer individual training to schools, INSET or after school, which is free to schools. Please contact the Critical Incident Co-ordinators if you are interested in any training.

Supporting bereaved children has an impact on school staff and their own well being. Not just teachers, but also support staff, like secretaries, midday supervisors, teaching assistants who are the ones who children and parents often talk to. It is really important that staff who are supporting children and their families are well supported themselves. Feel free to contact us if you need any advice. Anyone who is employed by Norfolk County Council can also access the Norfolk Support Line (0800 169 7676) for individual counselling.

Bianca Finger-Berry (Critical Incident Co-ordinator)  
Tel. 01692 409517 or [bianca.finger-berry@norfolk.gov.uk](mailto:bianca.finger-berry@norfolk.gov.uk)

## Overall Scores from Well-Being Questionnaires

We have worked with over 400 organisations in Norfolk Children's Services and regularly compile overall statistics, which make interesting reading. Below are the highest and lowest rated statements from our questionnaires.

### Top areas of satisfaction for Primary Schools

I am committed to the work I am doing	5.3
I like working here	5.0
I get a sense of achievement from my work	4.9
There is support for me in times of personal difficulty	4.9

### Lowest areas of satisfaction for Primary Schools

I believe there are career/professional development opportunities in my school	3.8
In school, we have good clear lines of communication	3.9
In school, consultation is effective & well used	4.0

### Top areas of satisfaction for High Schools

I am committed to the work I am doing	5.2
I am in physical good health	4.8
I am in psychological good health	4.7
The main roles I have at work suit me well	4.7
There is support for me in times of personal difficulty	4.7

### Lowest areas of satisfaction for High Schools

In school, we have good clear lines of communication	3.4
In school, consultation is effective & well used	3.4
I believe there are career/professional development opportunities in my school	3.5
Change is well managed in this school	3.5

### Top areas of satisfaction for Special Schools

I am committed to the work I am doing	5.4
I like working here	5.1
I get a sense of achievement from my work	5.0

## **CONT/D**

### **Lowest areas of satisfaction for Special Schools**

I get regular and constructive feedback from my Manager	3.6
I am kept well-informed about how change may affect me	3.6
The timescale for changes are fully explained to me	3.7

### **Top areas of satisfaction for Services**

I am committed to the work I am doing	5.2
I am in physical good health	4.7
I am in psychological good health	4.7

### **Lowest areas of satisfaction for Services**

Within this service, there is a sense of stability	3.3
I believe there are career/professional development opportunities	3.4
Change is well managed	3.5
We have good clear lines of communication	3.5
Consultation is effective & well used	3.5

(Services ratings are based on individual team questionnaires rather than the overall Children's Services questionnaire done last July)

**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](http://www.norfolkesinet.org.uk).

## 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	Hall School, Norwich	4.00pm
Contact:	David Bridson	01603 466467
16 <sup>th</sup> May	County Hall	2.00pm
Contact:	Education Reception Meeting Room Paula Amis	01603 222326
23 <sup>rd</sup> May	West Norfolk Group:	2.00pm or 4.00pm
Contact:	Farmers Arms, Knight's Hill Hotel Paula Amis	01603 222326
5 <sup>th</sup> June	Coltishall Primary School	4.00pm
Contact:	Ruth Collins or Shirley Oldershaw	01603 737481
7 <sup>th</sup> June	Ashill VC Primary School, Thetford	4.00pm
Contact:	Jean Rockett or Sue Sharp	01760 440403
19 <sup>th</sup> June	Manor Field Infant & Nursery School	4.00pm
Contact:	Barbara Adams or Judith Baker	01508 530356
20 <sup>th</sup> June	Sheringham Community Primary School	4.00pm
Contact:	Carole Fields or Teresa Goodson	01263 823848
21 <sup>st</sup> June	Canterbury Infant School	4.00pm
Contact:	Celia Childs or Helen Watson	01842 754902
28 <sup>th</sup> June	Ashleigh Infant School and Nursery, Wymondham	4.00pm
Contact:	Vicky Playle or Laura Braden	01953 602410
5 <sup>th</sup> July	St. Nicholas Priory CE Middle School	4.00pm
Contact:	Janine Harman or Tracey Waters	01493 843552

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



teacher support network



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[www.norfolkesinet.org.uk](http://www.norfolkesinet.org.uk)

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