

Appendix 2

Service Document Standard Form:

Project Management Process

Stakeholder Engagement / Communications Plan



Linked documents: None

PROJECT:	Well-being Improvement
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DOCUMENT CONTROL

Version:	Date:	Notes:
Version 1.0	27 April 2018	Initial version

APPROVAL RECORD

Version	Date:	Approval:	Notes
Version 1.0			

STAKEHOLDER IDENTIFICATION

PROJECT NAME:	Well-being Improvement
PROJECT MANAGER:	Ali Chart – Health & Safety Manager
LAST UPDATED:	27 April 2018

STAKEHOLDER	ROLE & RESPONSIBILITY	CURRENT LEVEL OF ENGAGEMENT	DESIRED LEVEL OF ENGAGEMENT	MINIMUM FREQUENCY OF COMMUNICATION REQUIRED BY STAKEHOLDER	STAKEHOLDER LEAD	KEY POINTS OF INTEREST IN PROJECT	POTENTIAL RISK EXPOSURE DUE TO POOR COMMUNICATIONS OR ENGAGEMENT
<i>Who needs to be communicated to?</i>	<i>What is the role and responsibility of the stakeholder? Why are they a stakeholder in the project?</i>	<i>What level of engagement with the project does the stakeholder have?</i>	<i>What level of engagement with the project is needed by this stakeholder?</i>	<i>When/with what frequency does the communication need to take place?</i>	<i>Who within the project is primarily responsible for communicating with the stakeholder?</i>	<i>What is it about the project that primarily interests the stakeholder?</i>	<i>What is the level of risk associated with failing to effectively engage with the stakeholder? Red – Significant Amber – Moderate Green – Little/none</i>
Operational employees – crews / officers / co-responders	Front line responders – increased risk of mental health issues due to exposure to incident trauma Likely to use every aspect of the wellbeing strategy during their employment with the organisation. Personal responsibility for own well-being	Some awareness of work around mental health and wellbeing. No awareness that this project is being launched.	Full awareness of all initiatives undertaken by the group. Engagement in initiatives where appropriate (participation in delivery of work / responsibility for communicating awareness and progress to others)	Minimum – monthly updates Updates provided when initiatives are achieved and launched	All group members	All improved well-being initiatives / services provided by the organisation	Red Poor knowledge of the services available with regard to well-being initiatives. Potential lack of engagement – will affect ability of group to deliver initiatives If an individual does not access services available, there may be a detrimental effect on their well-being
Support staff employees	Ensuring the effective delivery of a public sector organisation (Not front line delivery) Less likely to use every aspect of the well-being strategy during their employment with the	Some awareness of work around mental health and wellbeing. No awareness that this project is being launched	Full awareness of all initiatives undertaken by the group. Engagement in initiatives where appropriate (participation in delivery of work / responsibility for	Minimum – monthly updates Updates provided when initiatives are achieved and launched	All group members	All improved well-being initiatives / services provided by the organisation	Red

	<p>organisation – may be prone to work related stress issues</p> <p>Personal responsibility for own well-being</p>		<p>communicating awareness and progress to others)</p>				<p>Poor knowledge of the services available with regard to well-being initiatives.</p> <p>Potential lack of engagement – will affect ability of group to deliver initiatives</p> <p>If an individual does not access services available, there may be a detrimental effect on their well-being</p>
<p>Representative bodies / Employee Representatives</p>	<p>Role is to represent their group members, to seek their views and update regarding progress of the project</p>	<p>Good engagement – Rep Bodies and Employee representative are members of the Task & Finish Group</p>	<p>Full awareness of all initiatives undertaken by the group.</p> <p>Engagement in initiatives where appropriate (participation in delivery of work / responsibility for communicating awareness and progress to others)</p>	<p>Participation in Task Group meetings</p> <p>Minimum – monthly updates</p> <p>Updates provided when initiatives are achieved and launched</p>	<p>Rep Body attendees</p>	<p>All improved well-being initiatives / services provided by the organisation ensuring the needs of members are met</p>	<p>Poor knowledge of the services available with regard to well-being initiatives.</p> <p>Potential lack of engagement – will affect ability of group to deliver initiatives</p> <p>If the Rep Bodies are engaged with the work of the group, their members are likely to participate also.</p>
<p>Senior / Strategic Managers</p>	<p>Organisational responsibility to ensure that there are appropriate well-being services in place and that employees are encouraged to access them when required</p>	<p>High level awareness that work has been commenced</p>	<p>Full awareness of all initiatives undertaken by the group.</p> <p>Engagement in initiatives where appropriate (participation in delivery of work / responsibility for communicating awareness and progress to others)</p> <p>To act as 'Champions' for this initiative – will lead to improved organisational well-being culture</p>	<p>Minimum – monthly updates</p> <p>Progress reports via HS&W Committee (BTB?)</p>	<p>Group Chair / Vice-Chair</p>	<p>All improved well-being initiatives / services provided by the organisation</p> <p>Reduction in sickness absence / increased take-up of services</p> <p>Any financial savings made through a reduction in sickness absence and potential claims against the organisation</p>	<p>Potential lack of engagement – if not 'championed' across the organisation, will affect ability of group to deliver initiatives to improve organisational well-being culture</p> <p>Potential breaches in legislation</p>

<p>Authority Members</p>	<p>To champion initiatives and provide support to Strategic managers in the delivery of improved services</p>	<p>Limited awareness of Task & Finish Group and the proposed initiatives</p>	<p>To act as 'Champions' for this initiative – will lead to improved organisational well-being culture</p> <p>Member participation in group</p>	<p>Minimum quarterly updates via HS&W Committee</p>	<p>Group Chair</p>	<p>All improved well-being initiatives / services provided by the organisation</p> <p>Reduction in sickness absence / increased take-up of services</p> <p>Any financial savings made through a reduction in sickness absence and potential claims against the organisation</p>	<div style="background-color: #92d050; height: 20px; width: 100%;"></div> <p>Reduced level of support for senior/strategic managers to ensure delivery of improved services</p>
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COMMUNICATIONS PLAN

PROJECT NAME:	Well-being Improvement
PROJECT MANAGER:	Ali Chart – Health & Safety Manager
LAST UPDATED:	27 April 2018

ISSUE	WHEN	OUTCOME	AUDIENCE	MEDIA	MESSAGE	MEASURE
<i>What needs to be communicated?</i>	<i>When does it need to be done?</i>	<i>What is the outcome expected from sharing this message?</i>	<i>Who should be told (which stakeholder)?</i>	<i>What method of communication will be used?</i>	<i>What is/are the key points that need to be communicated?</i>	<i>How will you know that the message has been received and understood?</i>
Launch: That the Task & Finish Group has been established and work commenced	Once the Briefing paper has been delivered to Strategic Management Board	Approval to progress work in accordance with paper outline	All stakeholders identified	I-drive Notice boards	Broaden the range of well-being services available to all employees To request engagement and participation of employees where appropriate	That engagement and responses are received from employees outside the Task & Finish group.
Mental Health Initiative - delivery	Once the TNA has been approved at the Training Strategy Group	Volunteers to come forward to undertake different levels of Mental Health awareness training	All stakeholders identified	I-drive Notice boards	Improved awareness of mental health issues and how they affect individuals; an established support network to signpost to professional help	Trained individuals Support network More personnel accessing services Reduction in the stigma associated with mental health issues
Mental Health Initiative - Launch	Once all training has been delivered and initiative ready for use	All stakeholders aware of the service being provided	All stakeholders identified	I-drive Notice boards Personal letters Drop-in sessions	Details of service to be provided How to access Improved awareness of mental health issues and acceptance of 'It's OK not to be OK'.	Improved numbers of people accessing the service Reduction in sickness absence as a result of accessing service 'More people talking about mental health issues – accepted cultural change'

Further actions to be added once the delivery plan has been finalised and work commenced.