

HR/Wellbeing Team of the Year

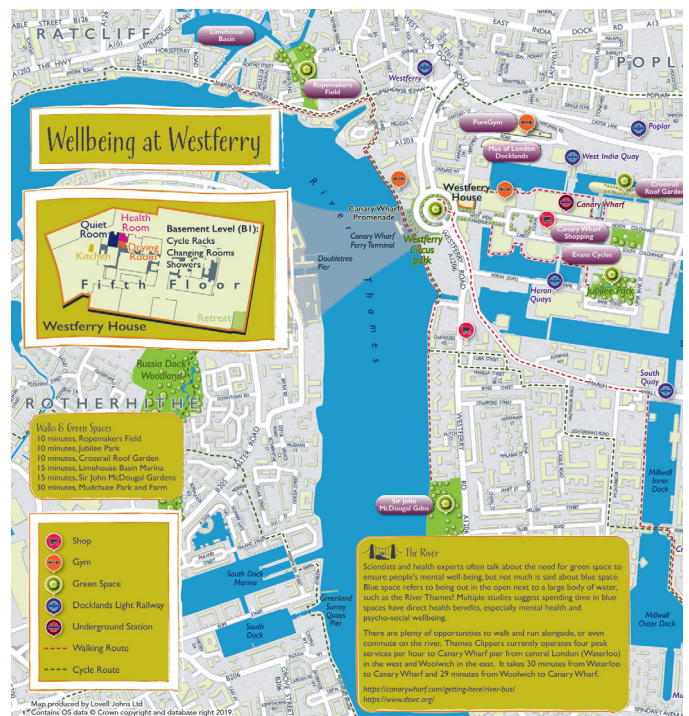
Winner

CAA Wellbeing Team – UK Civil Aviation Authority

This category recognises a team in the workplace that has had a positive impact across their staff. Large or small, the team should demonstrate that they have been crucial in driving mental health initiatives

The UK Civil Aviation Authority (CAA) Wellbeing Team set up a Senior Management Programme (SMP) to look into the reasons behind unexplained sick days in the workplace, gathering data and reviewing best practice in order to develop a longer-term strategy for the company. The programme formed its team from a selection of senior managers. This consisted of seven from different divisions across the CAA, including corporate divisions such as HR and Strategy as well as core business divisions such as Medical, Aviation Security and Flight Operations, ensuring that the broader business was represented in both the scoping and development of the approach.

Key insights quickly established across the workplace included a reluctance to talk about mental health, as well as a lack of basic knowledge about existing company resources and support mechanisms in the workplace. The team quickly established that mental health and wellbeing could not remain a finite project, and made considered recommendations to the CAA Executive Committee that a permanent Wellbeing Board be established, and a Wellbeing Manager role created and recruited to. These recommendations were agreed and the SMP project evolved into a permanent CAA function. The Wellbeing Board is chaired by the International



Interactive Wellbeing Map: Westferry Office

Wellbeing Maps were created for two of the main offices.

Through way-finding and hyperlinks to more info, they empower, educate and enable to staff to look after their mental health and general wellbeing

Group Director and membership includes the Director of People, Director of Communications, the newly appointed Wellbeing Manager, and several passionate and knowledgeable representatives from across the organisation.

Presented by:



In recognition of the symbiotic nature of mental health, physical health, working environment and organisation culture, the board's approach to mental health is delivered through an overarching CAA Wellbeing Strategy based on two key foundations: a comprehensive 'Wellbeing Report' analysing data and insight, and a review of best practice in terms of improving mental health in the workplace. The Wellbeing Report reviewed data and insight in four key areas: physical health, mental health, overall wellbeing and business outcomes.

Achievements

Since its inception, the CAA Wellbeing Team has created a wellbeing infrastructure, formed a Wellbeing Board and recruited a Wellbeing Manager, implementing the CAA's first Wellbeing Strategy. To date the strategy has delivered such benefits as the introduction of an online self-assessment tool, wellbeing classes, physical health checks, free gym or gym membership depending on location, workstation assessments, wellbeing maps to encourage lunch breaks, and lunchtime speakers on mental health subjects.

The board has trained 50 Mental Health First Aiders, delivered campaigns such as World Mental Health Day and Carers Week, brought in automatic Employee Assistance Programme signposting when a mental health-related absence is recorded and delivered 450 health checks to CAA colleagues, helping them to detect health problems early and get advice. ■

Judges' comments

So many great aspects to what you have put together here – you cover each area with a range of support and resources. Great to see the managers being trained, a mix of in-person and digital offerings and less formal methods with 'lunch and learn'

In-depth analysis and review of best practice is crucial and has been thoroughly conducted here

I can't fault this. A well-rounded approach that demonstrates a real understanding of health at work and what influences it. Use of management data to undertake a health needs assessment and initiatives developed to support the wants and needs of employees. Early intervention is vital and is often an opportunity missed by employers, it not only supports the employee but it supports business sustainability and the effects of it are felt in the wider community. It also supports the public health agenda

→ Your Mental Health Journey Matters

Addison Lee Group

→ Mental Health 2020

Pinsent Masons

→ Thrive

Moneysupermarket Group

→ Diversity &

Inclusion Group

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