

Team Trilogy Wellbeing Strategy 2022 - 2025



www.trilogyactive.co.uk/staff

Team Trilogy Communications App

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Trilogy Active – Who we are & What we do

Trilogy Active is a dedicated Social Enterprise committed to making a difference and influencing change for the better in our Community. As a not-for-profit Charity and Social Enterprise, Trilogy Active reinvests its combined surpluses to deliver positive social change.

Our vision: *‘to be an innovative Wellbeing Organisation, developing commercial activity to maximize the social impact and social value of the organisation to provide a holistic approach to Wellbeing. A financially stable organisation, with the ability to self-fund its charitable objectives, re-invest in its strategy and leverage opportunities to enhance Wellbeing and Social Value. An organisation that celebrates and promotes diversity’*

Our Mission is to *‘Inspire Active Lifestyles’*

Our aim is to *‘foster working partnerships that support and develop a holistic Wellbeing Service, that encourages Social Change, improves Social Value and increases participation whilst positively encouraging Equality, Diversity & Inclusion’*

Trilogy Active has four key strategic objectives, with the goal of influencing positive social change, increasing Social Value, and delivering its strategic vision.

- **Wellbeing – Deliver a holistic approach to the key pillars of Wellbeing**
- Customer – Enhance customer experience and Wellbeing through consultation
- **Workforce – Communicate, respect, develop, encourage, and educate**
- Financial – Business efficient approach, reducing expenditure and generating surplus

Our company commitment is to *‘maximise service and commercial activity to improve Social Value and Community Wellbeing’*

Trilogy Active Vision

Wellbeing is about feeling good, functioning well and comprises an individual’s experience of their life. It’s a comparison of life circumstances with social norms and values. (NHS)

Trilogy will provide a holistic approach to encouraging Social Change, offering opportunities to the local population through offering activities and programmes, or pathways that will directly support four of the key pillars of Wellbeing.

- **Physical Wellbeing**

Being physically well is not just the absence of disease. It's also about **making lifestyle choices that ensure health, avoid preventable diseases and conditions, and that allow you to live in a balanced state of body, mind, and spirit.**

- **Mental Wellbeing**

The definition of mental health in the national 'No Health without Mental Health' policy is that it is **a positive state of mind and body, feeling safe and able to cope, with a sense of connection with people, communities and the wider environment.**

- **Financial Wellbeing**

Financial wellbeing is **how people feel about the control they have over their financial future - and their relationship with money.** It's about focusing on the things that make their life enjoyable and meaningful both now and in retirement.

- **Social Wellbeing**

Social well-being can be defined as **the sharing, developing, and sustaining of meaningful relationships with others.** This allows you to feel authentic and valued and provides a sense of connectedness and belonging.

Team Trilogy Values

- One Trilogy Team - Working together, respect, open & honest, positive communication
- Encourage Creativity – Support innovation, try new ideas, adopt change
- Be Constructive – Adopt a positive, can-do anything is possible mindset
- Deliver Excellence – Provide the Customer experience you want to receive
- Promote Wellbeing – Self-care, support others, be active, work/life balance
- Embrace Diversity – Champion Equality, Diversity & Inclusion

Equality, Diversity & Inclusion

Trilogy is committed to leading and actively encouraging an organisational culture which demonstrates equality and opportunity for all. It is paramount that Trilogy represents the diverse culture and communities it serves, embracing and promoting diversity within its workforce, its policies, its customer base, its

language, and its approach. The strategic aim is to develop and nurture a diverse profile at every level that will encourage equity and support a safe welcoming environment.

Positive diversity and equality within our business will ensure a variety of perspectives, increase creativity, and ultimately improve decision making resulting in innovation, problem solving, employee engagement and an overall competitive advantage.

Diversity drives innovation and we are committed to Promoting Equality, Embracing Diversity, and Enabling Inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity, and Inclusion.

- Trilogy will actively learn from its customers and staff, listen to their needs, and develop a service that encourages, supports, and celebrates diversity
- Trilogy will remove barriers and improve opportunities for all members of the community to access its facilities and activities
- Trilogy will work to eliminate discrimination and inequalities, and deliver a service accessible to all

Team Trilogy Wellbeing Strategy

We believe positive wellbeing will foster a high-performing culture, increase engagement and most importantly create a great place to work.

This strategy has been developed in partnership with the whole Trilogy Team, to provide a model to support staff health and wellbeing. We already have a range of services, policies and procedures, education and initiatives in place and regularly review these to ensure they are aligned to the strategy.

We also recognise that broader factors, such as equality, diversity and inclusion, can impact on overall wellbeing in the workplace and this is designed to complement action already taking place on those issues.

Our staff come from a range of backgrounds with different cultures, beliefs, abilities and sexual orientations. We will ensure that any initiatives suggested or implemented are evidence-based and consider these differences so that we do not knowingly preclude any group from participating.

The overarching aim of our strategy is to provide an overview of our aspirations in supporting the wellbeing of our staff and provide assurance that we have a coherent and holistic 'wellbeing offer' that is based on the best available evidence. It sets out our current provision and the next steps to enable delivery, measure and evaluate progress and attainment.

Trilogy is committed to supporting all its team members both paid and its volunteer workforce. Trilogy aims to understand the holistic wellbeing need of individuals and provide them support and guidance to enhance their own wellbeing.

Our priority at Trilogy is to work with our staff to promote good physical, mental, social and financial health and wellbeing, and to support those who need help.

We draw on the experience and expertise we have within Trilogy and from a range of partner organisations including MIND, Northamptonshire Public Health, IAPT, UK Active, Community Leisure UK and The Money and Pensions Service to coordinate our efforts and guide us on best practice and recognise there is no single solution for how we can solve the challenge of improving staff health and wellbeing.

When we feel safe and are physically and psychologically healthy, we enjoy our life and environment and the people in it. We are better able to handle difficult times in our personal and working lives. We feel the sadness and anger that can come with personal problems or difficult work events, but in time we are able to move on and enjoy our lives again.

Staying physically and psychologically strong can help us deal with or prevent physical or mental health problems. For example, managing stress well can have a positive impact on heart disease.

Doing all we can to prevent circumstances which may lead to health and wellbeing problems, as well as working hard in the workplace to minimise risks which may impact on any existing conditions, is an essential part of everyone's responsibility. Trilogy will continue to support staff to take a proactive approach towards enhancing their own health and wellbeing.

The content of this strategy has been shaped and refined through engagement and discussions with a range of staff.

Background context

To deliver high-quality customer service, our staff need to be healthy, well and at work.

Looking after the health and wellbeing of our staff directly contributes to the delivery of high-quality customer service and experience; poor workforce health has high and far reaching costs for Trilogy, staff and ultimately our customers.

To develop and sustain ways to enhance the health and wellbeing of our staff there needs to be clear leadership, supported by partnership working and a solid plan that continues to be developed and is underpinned by a proactive and engaged approach.

Research shows that where organisations prioritise staff health and wellbeing and actively engage with staff to develop work in this area, levels of engagement increase along with morale, loyalty, innovation and productivity. These all result in higher quality customer care.

Trilogy sickness absence monitoring

Trilogy has a process in place for the recording of sickness absence. Trilogy monitors sickness absence levels and the reasons for the absence. We have observed an increase in mental health related absences in recent years. We will be using the data to help inform the Action Plan in respect to identifying patterns of sickness absence types and responding with preventative actions and relevant interventions. Our aim over time is for the Team Trilogy Wellbeing Strategy and Action Plan to have a positive impact on the reduction in overall sickness absence.

Trilogy will continue to review its processes and update where required as we understand our team's health and wellbeing issues and needs.

Trilogy sickness absence data 2021/22

	12-month cumulative total
Actual number of working days sick per month 2021-22	900
Actual no of days per full time equivalent (fte) per month 2021-22	9.87
<i>Actual no of days per fte per month 2019-20 (last full year)</i>	7.27
<u>SHORT TERM ABSENCE</u> Actual no of days per fte with long term sickness removed	9.51
<u>LONG TERM ABSENCE</u> Actual no of days per fte with long term sickness removed	0.36

Trilogy absence reward scheme

Trilogy have a reward scheme in place whereby contracted employees can gain an extra half days annual leave for every quarter where zero sickness absence is recorded.

Current data shows that during the first quarter of the financial year 2022/23, April to June 2022:

Total number team members – 154

Total number awarded half day – 112, 73% of the team were awarded the half day for zero sickness absence.

Key themes

Leadership & Governance – making health and wellbeing everybody’s responsibility.

Everyone in Trilogy is expected to support staff health and wellbeing. It’s a strategic priority, supported by the Board, overseen by the Executive Leadership Team. Compassionate and empathetic leadership is key to ensuring effective implementation.

Prevention – integrating a positive culture and healthy behaviours to support staff in embedding prevention in our day to day business and promote positive health and wellbeing within the workplace.

Through enabling and supporting our staff to adopt our Values and Behaviours we will better understand how our culture acts as a contributory factor in achieving positive staff health and wellbeing.

Intervention – delivering targeted interventions to address specific areas of need.

We aim to identify areas of need to deliver specific interventions designed to improve health and wellbeing. We will use lessons learned and roll these out across the organisation. We will further promote the resources available within Trilogy to help staff proactively remain physically, mentally and financially fit, and enable staff to access and receive support when they need it.

Support – connecting and communicating our support for staff and managers.

We will review relevant policies to ensure they support our health and wellbeing aspirations and invest in measures to support the management and prevention of ill health.

Data and metrics – using data and metrics to support health and wellbeing initiatives.

We will take an evidence-based approach to our plans and measure the impact of interventions. We will explore ways to improve our workforce health and wellbeing metrics and reporting in ways that consider health inequalities. These include, among others, sickness absence, self-reported health and wellbeing, staff engagement and uptake of health promoting interventions.

Our commitment

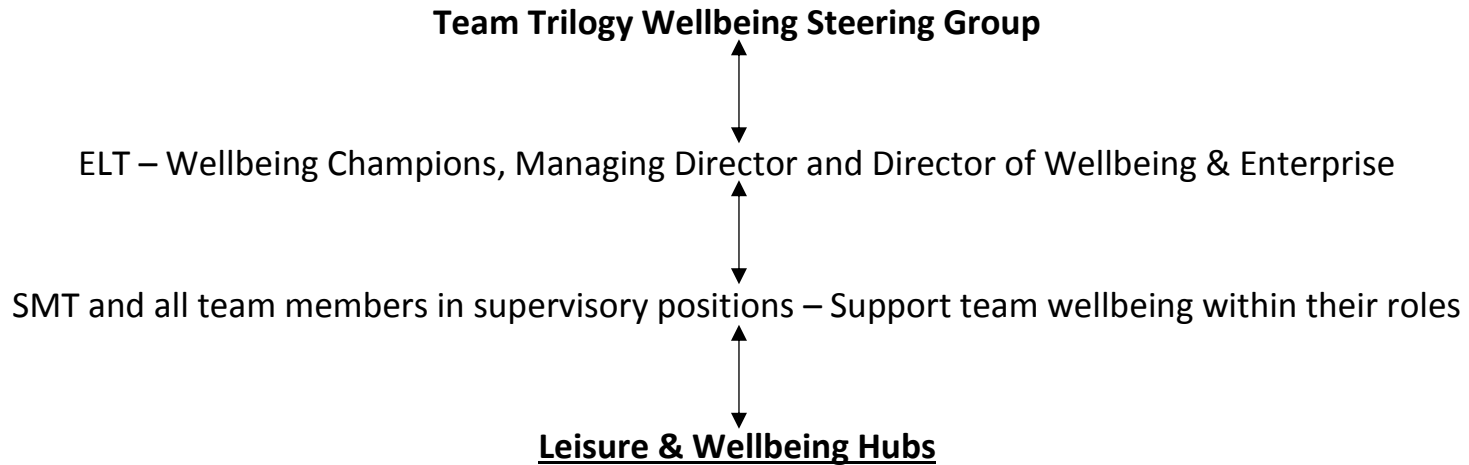
- Everyone in Trilogy will work collaboratively and supportively to keep our staff and volunteers safe, promote good health and wellbeing and eliminate barriers to the provision of wellbeing initiatives.
- We will continue to review our environment and culture to ensure that it impacts positively on staff health and wellbeing.
- We will listen to our staff and volunteers to improve our understanding of their needs, and invest in delivering accessible, effective practical and emotional support for staff and managers which supports a wide variety of staff needs.
- Health and wellbeing of the workforce is both a strategic priority for all our leaders and is everybody's joint responsibility.
- Working in partnership with staff representatives we will promote improved health and wellbeing engagement and understanding.
- Undertake an annual workforce health needs assessment to inform action on prevention and reduction of health inequalities among the workforce.
- We will focus on planning, delivery and evaluation of targeted interventions, including prevention and self-management.
- We will use data to provide support for health and wellbeing, monitor trends and plan improvements.
- We will develop reporting mechanisms around inequalities in staff sickness.

Signed:

John Fletcher

**Trilogy Managing Director
John Fletcher**

Governance and Leadership



Lings/ Thomas B	Berzerk	Danes	Duston	Mounts	Cripps	Community
Wellbeing Champion	Wellbeing Champion	Wellbeing Champion	Wellbeing Champion	Wellbeing Champion	Wellbeing Champion	Wellbeing Champion
MHFA	MHFA	MHFA	MHFA	MHFA	MHFA	MHFA

Communication: Team Trilogy web page, Team Trilogy app, Team Trilogy Wellbeing Steering Group (TTWSG)

Key:

ELT: Executive Leadership Team

SMT: Senior Management Team

Wellbeing Champion. Paid position in Leisure & Wellbeing Hubs/ Community setting

MHFA: Mental Health First Aider

Team Trilogy - Wellbeing Roles and Responsibilities

Everyone in Trilogy is expected to support staff health and wellbeing. It's a strategic priority, supported by the Board, overseen by the ELT. Compassionate leadership is key to ensuring effective implementation. However, to support this commitment there are a number of defined roles with different responsibilities.

Executive Leadership Team

Wellbeing Champions: John Fletcher (Managing Director) Lawrence Kay (Director of Wellbeing & Enterprise)

Role:

Support the development and delivery of the Team Trilogy Wellbeing Strategy & Action Plan and ensure resources and capacity are made available to achieve the planned outcomes

Recruit the Wellbeing Champions and provide them with ongoing training, management, support and guidance

Support the Team Trilogy Wellbeing Steering Group

Provide reports to the Trilogy Board of Trustees when required

Senior Management Team and Department Supervisors

All members of SMT all team members in supervisory positions will support team wellbeing within their roles

Role:

Provide an additional layer of support and guidance to their Teams

Leisure & Wellbeing Hubs and Community

Wellbeing Champions: Lings/ Thomas Becket and Berzerk. Danes and Duston. Mounts and Cripps. Community (including volunteers)

Role:

This is a paid role on top of any established contracted or casual hours. 8 hours per month (*see role description, Appendix 1*)

Mental Health First Aiders (MHFA)

Staff from across the organisation are trained as MHFA <https://mhfaengland.org/>

The training is valid for 3 years, MHFA Refresher course every 3 years.

Role: (*see Appendix 2 for full role description*)

Team Trilogy Wellbeing Steering Group

The TTWSG comprises of representatives from across the organisation. Its primary roles are:

- Deliver and development the Team Trilogy Wellbeing Plan
- Seek ideas and issues from the wider team
- Link the wider work force in terms of Team Wellbeing to the ELT and vice versa
- Monitor the success of the Team Trilogy Wellbeing Plan

Attendees:

4 paid Wellbeing Champions

Representative from ELT and SMT and/ or department supervisors

Admin support will be determined by the group