



Eden Futures' Wellbeing Policy

May 2024

Scope of our policy

This policy applies to all the companies within the Eden Futures Group. Any reference to 'company' within this policy applies to any company within the group and to all geographic areas in which services are provided.

The aims of our policy

This Wellbeing Policy aims to:

- Promote positive mental and physical health and wellbeing at Eden Futures.
- Raise awareness of the importance of self-care and personal responsibility.
- Provide support to leaders to understand their role and responsibilities when their team members face challenges.
- Signpost staff to reputable sources of information for additional support.

This policy may be amended at any time.



At Eden Futures, we firmly believe in the connection between the wellbeing of our staff and the quality of care and support we provide.

Underpinned by our values of being **Brave, Honest, Caring and Compassionate, Positive, Professional,** and **Responsive**, this Wellbeing Policy reflects our commitment to not just the physical and mental health of our employees but also their overall wellbeing.

Our intention is to build a workforce that is happy, resilient and able to fulfil their potential as we develop and grow our services.

Creating a supportive culture

We expect all leaders within Eden Futures to be positive role models, championing and shaping a culture where the importance of wellbeing is recognised and supported and encourages employees to share any concerns they may have.

Our leaders are responsible for:

- Championing wellbeing within their teams and departments, and challenging ways of working that impact wellbeing.
- Ensuring appropriate risk assessments are carried out when needed, with consistent monitoring and review.
- Including wellbeing as a meaningful part of every supervision/1:1 and appraisal.
- Encouraging and supporting employees to take personal responsibility for their own wellbeing, by signposting employees to appropriate support services and giving them the time and encouragement to participate.
- Initiating “How are you?” Chats’ with team members who may not be doing okay and encourage their teams to check-in and reach out to their colleagues if they are not their usual selves.



- Once leaders are trained on how to use them appropriately (through successful completion of the 'Wellbeing at Work' EdenEvolve module), encouraging their staff members to engage with a voluntary mental health support action plan (if appropriate), working with the employee to: maintain good mental health, spotting and dealing with poor mental health, and what support they need with their mental health. This should be regularly monitored, reviewed and updated when necessary.
- Engaging with our EdenEvolve Leadership programme, undertaking the required learning to support the wellbeing of their teams, through the modules available such as: Wellbeing at Work, The Menopause at Work, Equality, Diversity and Dignity at Work, Managing Our Family Friendly and Leave Policies, Managing Performance and Absence Management.
- Ensuring that Eden Together, our company health and wellbeing magazine is discussed routinely as part of supervisions/1:1s and team meetings. Encourage staff to read it and signpost to the key stories of the month which cover: Mental health, financial health, physical health, staff stories and celebrations of various cultures, festivals, and awareness days.
- Ensuring their teams are aware of the wellbeing page on our website (<https://edenfutures.org/wellbeing/>) and utilise the support guides, and information for their benefit. We have a dedicated space for The Menopause at Work to support line managers and staff to navigate what can be a difficult time. Further information and links for leaders to share are contained on ERNIE under Manager Guidance and Toolkits > Wellbeing at Work > Support Resources and Information: <https://intranet.edenfutures.org/wp-content/uploads/Wellbeing-Support-Resources-and-Information.pdf>
- Maintaining regular contact with staff (in line with our Absence Management Policy) who are out of the business due to long-term sickness and utilise the support from HR and Occupational Health, when needed.
- Conducting return to work meetings every time a staff member returns after a spell of illness to understand their physical and mental health and provide support when needed.
- Maintaining confidentiality of employees when supporting their wellbeing, disclosing to others only with the employee's consent or when the employee is deemed at risk and their wellbeing, or the wellbeing of others, needs to be considered.



- Seeking advice and help from HR at an early stage if additional support is needed.
- Monitoring attendance, working hours and overtime.
- Encouraging employees to use their annual leave entitlement throughout the year.
- Having awareness of other types of leave that may be available to employees, depending on their circumstances and offering those accordingly (in line with our Leave and Flexible Working Policies).
- Encouraging employees to participate in our annual employee surveys with openness and honesty on how we can continue to make Eden Futures a great place to work.

Our employees are responsible for:

- Understanding their role in personal responsibility, taking steps to seek support at an early stage if needed.
- Maintaining communication by raising concerns with their line manager, who will seek further support from appropriate colleagues, such as the HR team, when factors are impacting their wellbeing.
- Using their annual leave throughout the year and managing their hours above their contractual hours.
- Initiating “How are you?” Chats with team members who may not be doing okay and they are not their usual selves. Staff can find guidance and tips under the wellbeing resources on our website.
- Supporting colleagues, by providing information, and sharing knowledge and resources on managing wellbeing where appropriate: <https://edenfutures.org/wellbeing/>



Wellbeing as a cultural value

Wellbeing extends beyond the individual to influence our entire culture and we recognise the role of continuous employee engagement and recognition. Central to this commitment is our work with the Eden Influencers, championing the ethos of wellness and support across Eden Futures.

Employee Engagement and Recognition

Our monthly Shining Stars Recognition programme alongside our annual Care Awards and recognition events, places a spotlight on the extraordinary achievements and the relentless dedication of our team members. Furthermore, our long service awards celebrate the loyalty and commitment of our staff, reinforcing our collective gratitude and respect for their valuable service.

Beyond recognition, our commitment to wellbeing extends into opportunities for personal and professional growth. Through our internal learning and development programmes, we empower our employees to reach their full potential. Whether it's obtaining a Care Certificate, engaging in apprenticeships, or participating in leadership programmes like EdenEvolve, we are dedicated to providing pathways that foster development, learning, and advancement.

This holistic approach to wellbeing underscores our belief that the strength of Eden Futures lies in the engagement of our people.

Additional information

This policy and all HR policies can be found on our intranet, ERNIE. Copies are also available from line managers and the HR team.

We encourage employees to always raise their concerns to their direct manager or an alternative manager if they feel comfortable to do so. Employees can also speak with the HR Team at any time.

In the event that any employee does not feel able to raise their concerns through a manager or the HR team they can use **Safecall**. **This is a whistleblowing hotline that enables employees to register any concerns they have relating to their working environment. Safecall's whistleblowing hotline provides employees with a safe and secure way of reporting their issues.**

Staff can also email: edenfutures.org@safecall.co.uk

For more information on Safecall, this can be found on ERNIE and in the company's Whistleblowing Policy. The telephone number for Safecall is on the reverse side of the ID badge of every employee.





Monitoring

This policy is fully supported by senior management and has been agreed through the Eden Executive Team. It will be monitored by the Head of HR who will discuss any concerns with the Chief Executive Officer and the Eden Executive Team.

Policy launched: May 2024.

Next Review: May 2026. This policy will be reviewed and amended earlier if there are legislative changes or specific updates required.