
Our Health and Wellbeing Strategy

2024-2028



Hampshire
& Isle of Wight
FIRE & RESCUE SERVICE

We are pleased to introduce our Health and Wellbeing strategy. This document contains our Health and Wellbeing aim and objectives and renewed commitment to looking after the welfare and safety of our colleagues as per our Health and Safety - Statement of Intent.



Introduction

We recognise that the health and wellbeing of our people is the key to ensuring each and every person can achieve their potential and contribute to making life safer together within Hampshire and the Isle of Wight.

We believe that investing in health and wellbeing in the workplace is in line with our Service Values and Core Code of Ethics. By dedicating time and resources to the wellbeing of our colleagues, we will not just do what is right by our people, but we will also become a stronger and more effective service.

We acknowledge that being employed within the Fire sector brings some unique ways of working that present specific wellbeing considerations for our people. For example:

- > Possible exposure to traumatic incidents in the short and long term;
- > Perceived 'Always-on' culture and expectations;
- > 'Shift' work and hybrid working;

- > Perception of health and wellbeing, in particular, understanding some of the stigmas around mental health and wellbeing;
- > High levels of stress related to, or exacerbated by, work activities;
- > Exposure to contaminants.

While some of these can be role dependent, it is noteworthy that the industry research indicates that overall fire sector absences are high, with musculoskeletal and mental health issues being the most prominent reasons for both short and long-term sickness leave. Possible exposure to these risks has the potential to impact all our people across the service.

There are also numerous other factors that impact people's wellbeing both within and external to our service, such as: financial pressures, work/life balance and personal relationships, to name a few.

Why is this important?

Our Health and Wellbeing strategy, objectives and action plans have been shaped to mitigate these issues and support our people to be the best version of themselves.

We will commit to engage, listen and understand our people's needs in relation to health and wellbeing. We will use this insight to continue to develop tools and resources to help our people to remain well, be resilient and to recover as quickly as possible. This will ensure our colleagues can manage the day-to-day stresses in and outside of work and prevent difficulties from escalating further.

Our objectives are underpinned by action plans that shape how we will continue to develop our organisation and the service we provide to our communities.



Our objectives build on the positive progress we have made so far in empowering our people, promoting health and wellbeing initiatives, and supporting one another at times of need.

Our Vision

Our people are at the heart of everything we do, they are the reason for, but also the driving force of our Service. We recognise that good wellbeing and the health of our people are essential to enable everyone to achieve their potential and contribute to making Hampshire and the Isle of Wight safer.

We would like all of our people to hold this shared vision, commit to and role model positive health and wellbeing across every area of the organisation. Our culture will build on these foundations and ensure everyone feels safe to talk openly about health needs, without fear of stigma, discrimination, bullying and harassment.

We commit to realistic work demands and we will balance the strategic needs of our Service with the needs of our people.

This strategy sets out in greater detail why this is important to us, and how we intend to achieve this. It is supported by a detailed Health and Wellbeing action plan, which is built on the NFCC Maturity Models and informed by the Fire Fighters Charity 'Wellbeing Gap Analysis', and links to our Safety Plan priorities and 'Our Inclusive Service' strategy.



Our Aim

Our overarching aim is to enhance the individual and collective wellbeing of our colleagues and create a safe and healthy working environment, with resilient and fulfilled people, that embeds an understanding culture of proactive, responsible and accountable individuals.

Our Objectives

Our Health and Wellbeing objectives will help and guide us to realise our aim:

01

EMPOWERING

We will empower our people by ensuring they have the relevant information, resources and support available to be as healthy as they can be and thrive at work.

02

PREVENTATIVE

Through regular wellbeing conversations and by taking a proactive, self-led and accountable approach to health and wellbeing we will identify what helps to keep people well and healthy at work and within their personal lives.

03

SUPPORTIVE

We will offer support, including promoting self-management tools, signposting to appropriate services, implementing reasonable adjustments and completing relevant referrals.



Our Objectives

Our Health and Wellbeing objectives will help and guide us to realise our aim:



01 EMPOWERING

EXAMPLES OF SUCCESS

- > **Increase awareness of mental health and stress-related issues** by introducing a mental health training programme that will help recognise the signs and symptoms of stress and mental health needs.
- > **Implement a comprehensive workplace wellbeing programme** within the next 5 years, addressing financial wellness, healthy eating, and physical fitness. This will be achieved by developing and launching workshops, training programmes, and resources covering all aspects of wellbeing.
- > **Integrate workplace wellbeing** into key people processes, including recruitment, learning and development, performance management, and employee recognition, within the next three years. This will involve updating policies, procedures, and training materials to incorporate wellbeing principles.
- > **Ensure attendance at the Wellbeing group** is representative of all areas of the service to enable employee participation in the development of wellbeing initiatives to enhance work/life balance.

02 PREVENTATIVE

EXAMPLES OF SUCCESS

- > **Implement a series of tools and workshops** aimed at enhancing personal resilience and improving health, including nutrition, mindfulness, and fitness, within the next 2 years.
- > **Introduce a guidance document** to include the broader aspects of life impacts (e.g. caring responsibilities, home life, health conditions) to support our leaders to help enhance work terms and conditions to improve employees wellbeing.
- > **Promote the use of 'our inclusive language' guide** to ensure focus on communications considers the use of easy-to-read, accessible, and gender-neutral language in emails and documentation. Success will be assessed through audits of communication materials, with the use of gender-neutral language.
- > **Develop wellbeing training** to not only protect employees' health but also actively support performance and social/emotional wellbeing. Success will be measured by an increase in employee participation in wellbeing training.

03 SUPPORTIVE

EXAMPLES OF SUCCESS

- > **Promote the awareness** of Occupational Health and Employee Assistance Programme, through regular communications and training sessions.
 - > **Increase people's awareness** of the signs and symptoms associated with post-traumatic stress by developing a training course and reviewing the TRiM programme.
 - > **Ensure that all employees** have a comprehensive understanding of reasonable adjustments for disabilities, wellbeing, and health needs such as menopause. This will involve conducting training sessions to educate employees on reasonable adjustments, updating the reasonable adjustments procedure. Success will be evaluated by an increase in reasonable adjustment requests.
 - > **Launch the wellness action plans** to ensure health and wellbeing is considered in a non-judgemental way when supporting individuals, including through absence and capability processes. Success will be measured by monitoring the uptake of the wellness action plans.
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Health and Wellbeing Wheel

The eight pillars that make up our Health and Wellbeing Wheel are:

EMOTIONAL

Being kind as you recognise and experience a wide range of emotions in yourself and others.

ENVIRONMENTAL

Contributing to and engaging with spaces that are safe, accessible, and sustainable.

FINANCIAL

The ability to meet basic needs and manage money for the short and long term.

INTELLECTUAL

Understanding your mind and allowing it both stimulation and rest for critical thinking, curiosity, and creativity.

OCCUPATIONAL

Pursuing a career path(s) that supports your goals, professional growth and success.

PHYSICAL

Knowing your body and providing it what it needs for health, healing and energy.

SOCIAL

Building and engaging in trusting, respectful, and supportive relationships and having an awareness of all people around you.

SPIRITUAL

Finding our sense of life-meaning and purpose. It can include our connection to culture, community, spirituality and/or religiosity and includes the beliefs, values, mental models and ethics we hold.

Looking after our people and promoting positive health and wellbeing at work is a key priority for our service, however we recognise that this will also in turn and inseparably enrich our peoples' lives outside of work.

A person's health and wellbeing is made up of a number of different pillars or areas that are inextricably linked and, at times, interdependent.

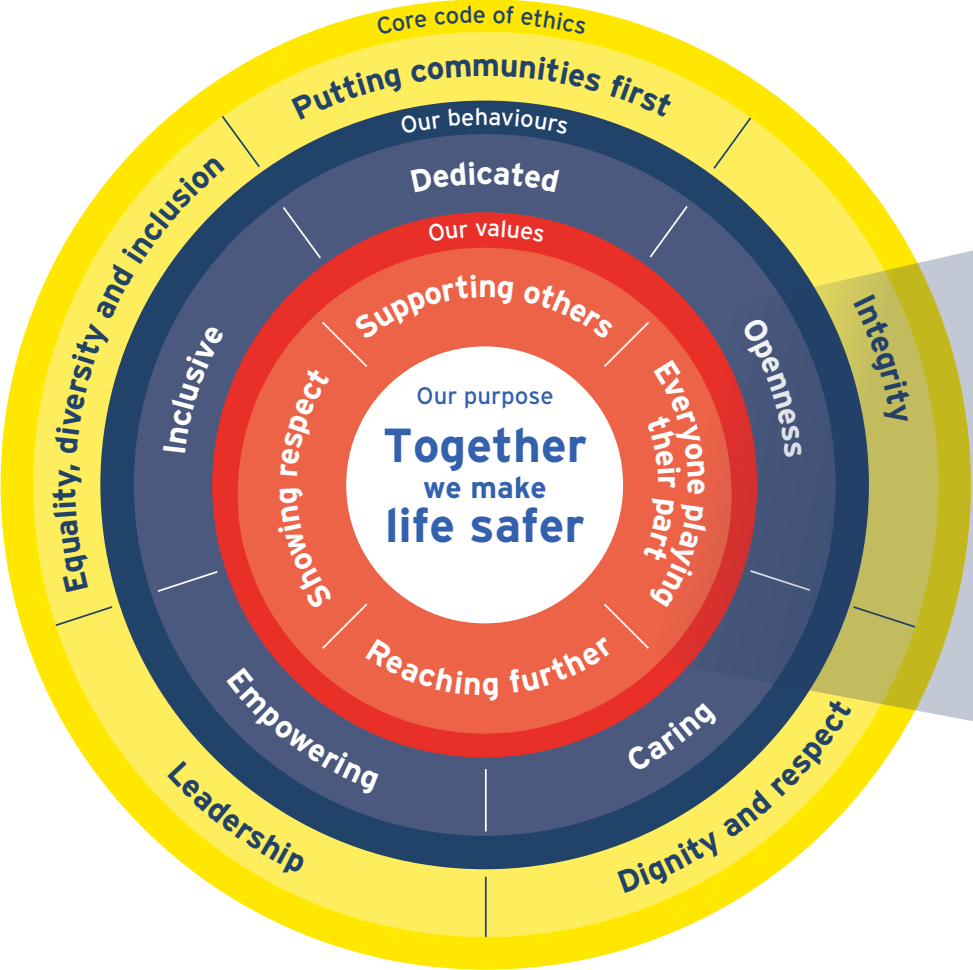
It is therefore essential for us to look at our health and wellbeing by taking a holistic approach; taking into consideration each person as a whole individual and putting into this fuller perspective the range of needs and characteristics they present.

We have developed an integrated approach to Health and Wellbeing that incorporates the multiple dimensions of achieving this strategy.



Our values and behaviours and Health and Wellbeing Wheel

Our Service values and behaviours contribute significantly to the holistic health and wellbeing of our people and our communities. In turn, when individuals are in a state of positive health and wellbeing, this forms the foundation for sustaining a resilient and productive organisational culture, where all colleagues can thrive and uphold our values and behaviours.



Health and Wellbeing

Health and Wellbeing considerations are underpinning all we do as an organisation and there is an expectation that we consider impacts on our people and the communities we serve.

We have developed a governance model to ensure there is accountability at all levels within the Service. This supports the delivery of our Health and Wellbeing action plan.



EDI & Wellbeing Board

This board has strategic oversight of our Health and Wellbeing strategy 2024-2028, and will report on progress to the Executive Group against our objectives on a quarterly basis. The EDI & Wellbeing Board will empower our Wellbeing Group to deliver the Health and Wellbeing action plan and provide them with any support required from our internal and external networks.

Wellbeing Group

This group, alongside our Wellbeing Team, is responsible for the delivery of the Health and Wellbeing action plan working with our Network Groups, internal and external stakeholders. The Wellbeing Group will report back to the EDI & Wellbeing Board on progress and work collaboratively with our teams to ensure the health and wellbeing of our colleagues is supported and considered in all areas of our organisation.



Useful contacts & resources



Wellbeing Team

w: hantsfire.gov.uk/about/inclusion-and-diversity/wellbeing/
e: wellbeing@hantsfire.gov.uk

SharePoint: (internal use only)
hantsfire.sharepoint.com/sites/COM-WELL



EDI Team

w: hantsfire.gov.uk/about/inclusion-and-diversity/
e: edi@hantsfire.gov.uk

SharePoint: (internal use only)
hantsfire.sharepoint.com/sites/COM-IncDiv

Staff Network Groups

w: hantsfire.gov.uk/about/inclusion-and-diversity/internal.staff.networks/

fire **INSPIRE** ♀

e: fireinspire@hantsfire.gov.uk

fire **ENABLE** ⚙️

e: fireenable@hantsfire.gov.uk

fire **PROUD** ▼

e: fireproud@hantsfire.gov.uk

fire **REACH** 🤝

e: firereach@hantsfire.gov.uk

Occupational Health (OH)

The Occupational Health team can provide advice and guidance on a wide range of health, fitness and wellbeing matters.

Occupational Health Advice Line
t: 023 8062 6600
(Monday to Friday 08:00 to 16:00)

w: hants.gov.uk/occupational-health
e: occupational.health@hants.gov.uk

Fire Fighters Charity

The Fire Fighter's Charity support the mental, physical and social needs of all serving and retired members of the Fire and Rescue Services across the UK.

t: 0800 389 8820
w: firefighterscharity.org.uk



Human Resources Team

t: 02380 626871
e: hr@hantsfire.gov.uk

SharePoint: (internal use only)
<https://hantsfire.sharepoint.com/sites/COM-HR>

Employee Assistance Programme (EAP)

All employees of Hampshire & Isle of Wight Fire and Rescue Service, and their immediate family (living at the same address and aged between 16-64 years) have access to free, confidential and impartial employee support.

Available 24/7 online, at home or at work, face to face, on the phone or e-counselling.

A wide range of information and advice can be accessed on areas such as relationships, work, bereavement, financial, legal, stress and medical.

t: 0800 028 0199
w: wisdom.healthassured.org/login

Wellbeing Team

The wellbeing team provide a range of services including:

1-1 Wellbeing Advice

Health Checks

Fitness Advice

Wellness Workshops

Menopause and endometriosis advice and support (inc women's health)

e: wellbeing.team@hants.gov.uk
t: 0370 7797697

Wellness Action Plans

Wellness Action Plans are a personal, practical tool that all staff can use to:

- > help identify what keeps them well in and out of work
- > understand what helps them maintain optimal levels of wellbeing
- > explore how to improve wellbeing at work

SharePoint: (internal use only)
<https://hantsfire.sharepoint.com/sites/COM-WELL/SitePages/Wellness-Action-Plan.aspx>

Wellbeing Time

Dedicated wellbeing time at work to enable staff to prioritise their health and wellbeing with access to a variety of resources and tools.

Personal Supportive Passports (PSPs)

The Personal Supportive Passport (PSP) is a discreet way for members of staff with mental health, learning, disability, or other requirements to easily share any adjustments they may require and outline the environments they work best in. This aims to eliminate the potential for miscommunication and misconception whilst ensuring we provide excellent support to our people and a great place to work for all.

SharePoint: (internal use only)
[https://hantsfire.sharepoint.com/sites/COM-IncDiv/SitePages/PSP-\(Personal-Supportive-Passport\).aspx](https://hantsfire.sharepoint.com/sites/COM-IncDiv/SitePages/PSP-(Personal-Supportive-Passport).aspx)

Suicide Crisis line

Crisis Line: 0300 373 0896

The Fire Fighters Charity Crisis Line.

Open 24 hours a day, seven days a week. Immediate and ongoing suicide and mental health crisis care for past and present UK fire services personnel.

w: firefighterscharity.org.uk/crisis

Digital Apps

Access to digital apps:

Wisdom App (Health Assured)

MYFFC (Firefighters Charity)

Sports and Social Association

The Association's aim is to promote and support a wide range of sporting, social and welfare activities for the benefit of Service personnel and their families; supporting the Service's People Strategy with a focus on health and wellbeing.

Sharepoint: (internal use only)
<https://hantsfire.sharepoint.com/sites/COM-HFRSSA>

Wellness Workshops

Access to a range of wellness workshops facilitated by The Wellbeing Team and The Fire Fighters Charity.

Online Mental Health Training Zero Suicide Alliance Training

Free online training courses teaching the skills and confidence to have a potentially life-saving conversation with someone you're worried about.

w: zerosuicidealliance.com/training

Flu Vouchers

Seasonal flu vouchers are on offer for all employees, which can be redeemed at participating pharmacies.

Financial Support

Dedicated page providing links to accessing financial support.

SharePoint: (internal use only)
<https://hantsfire.sharepoint.com/sites/COM-WELL/SitePages/Financial-Wellbeing.aspx>

TRiM (Trauma Risk Management)

TRiM is a trauma-focused peer support system designed to help people who have experienced a traumatic, or potentially traumatic event. TRiM practitioners are non-medical colleagues who have undergone specific training allowing them to understand the effects that traumatic events can have upon people. Access TRiM by email or through the TRiM power app, which contains additional supporting links. Access Powerapps through Office 365 account or via the Wellbeing Sharepoint Site.

e: trim@hantsfire.gov.uk

SharePoint: (internal use only)
<https://hantsfire.sharepoint.com/sites/COM-WELL/SitePages/TRiM.aspx>

Healthcare Cash Plan

Corporate discount for healthcare cash plan (money back towards routine health treatments, including prescription glasses and dental fillings, to all round body maintenance, such as physio and chiropody). This can be upgraded to provide greater cover and additional family members.



Hampshire & Isle of Wight

FIRE & RESCUE SERVICE



If you require this document in another language or in an alternative format, please contact us by email: wellbeing@hantsfire.gov.uk or phone: 023 8064 4000.