

# UHR Engagement Group - 24 Jan 2024

This padlet is created to collect the thoughts and insights from discussions at the UHR Engagement Group meeting for sharing with wider UHR membership

## Agenda Formalities

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↻ **Do you want breakout rooms in today's session? Please upvote for breakout rooms and downvote to stay in one main room.**

We know that breakout rooms can allow for more detailed and in-depth discussion whereas the wider room access allows all delegates to hear from the whole group. We are happy to go with the wishes of the majority of delegates.

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↻ **Please add here any items you would like to be picked up under Any Other Business**

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## Innovative Technology - apps, platforms and tech tools

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↻ **Mechanisms**

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PHES 1/24/24 1:17PM

One HEI grants access to Hub of Hope - works well. External provider but free of charge. Helps people to find what they are looking for. Brings all kinds of support into one place. The individual does need to pay for anything they want to take forward. Framed around 5 steps to wellbeing. Also run the EAP etc. Launched as part of Staff Wellbeing website.

PHES 1/24/24 1:18PM

Another HEI noted they have many different channels, EAP, mental health first aid etc.

PHES 1/24/24 1:22PM

Another HEI agreed there is a challenge with the amount of information being shared. They have created an internal resource through SharePoint with wellbeing pages. Trying to use it as a hub to everything available across the university, including Health and Safety, development etc. Planning to do some advertising about the app with talking heads and encourage people to use it.

PHES 1/24/24 1:22PM

One HEI reported: we built an in-house Wellbeing hub which hosts our 5 ways of wellbeing wheel and aligned support resources. Alongside this we have external EAP services which includes an app (Health Assured) which provides holistic wellbeing resources alongside live chat routes for counselling, advice and information. Engagement with the app has had steady growth over the last 12 months since we went live. With approx 1000 users now. Our Hub has less users with a stubborn level of around 200 visits each week. Which we hope to grow through targeted promotion across our community. However over exposure of updates via internal comms generally means wellbeing updates are lost/overlooked.

PHES 1/24/24 1:29PM

Another HEI explained they use Health Assured as EAP and have just had a Healthy Habits event. Promotion material included links to wellbeing portal and EAP. Making sure to review the EAP stats.

PHES 1/24/24 1:31PM

One HEI reported promotion of EAP and wellbeing offer via different staff networks, VC updated and other signposting. Now using a mechanisms where a QR code has a code within it to identify where someone saw the image.

⇒ **Hub of Hope - listed within our Specialist Services on our Staff Wellbeing website.**  
<https://www.lancaster.ac.uk/staff-wellbeing/be-aware/specialist-support/>

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Specialist Support - Lancaster University

## Mental Engagement, including SAD

⇒ **Promotion of Existing Services**

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PHES 1/24/24 1:26PM

One HEI reported they link the promotion of various wellbeing services to the Inclusion Calendar. So people are reminded of it as part of something else. Saw some good case studies

⇒ **Tracking/Measuring**

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PHES 1/24/24 1:37PM

One HEI reported they do bring this into surveys, not as a Wellbeing section but included elements around relationships, line manager and "do you feel stressed at work" with a likert scale. If any stress is indicated then they ask a follow up on what the source of that stress is. Also "does your manager support your wellbeing". They work closely with colleagues in health and safety who look at these responses in detail. Data is shared with HRBPs who corralate with other data.

PHES 1/24/24 1:40PM

Another HEI explained they almost partnered with Mind to do their Workplace Wellbeing Index but in the end decided not to go ahead as they wanted to include other questions. Have signed up to University Mental Health Charter.

## Workload Wellbeing

⇒ **Challenges**

One HEI explained this is a big challenge area, wherever they are doing work in other areas, this is brought up as an area where not enough is being done.

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PHES 1/24/24 1:47PM

Another HEI agreed with all the other challenges meeting this issue (financial sustainability etc). Many colleagues say that until this issue is dealt with, then the other stuff won't work. They have done a session with line managers to help them put measures in place as part of Stress Risk Assessment.

PHES 1/24/24 1:52PM

Another HEI also agreed and explained their are working on the academic workload allocation. Noting there is an interesting

communication piece. Feels like Professional Services colleagues can get lost in this situation. How do we manage the idea of "Busyness". Hoping to roll out some leadership and management training with specific topics on time management, project management and expanding beyond the roles that would typically access that learning.

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## ⇒ Impact of Technology in Workplace

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PHES 1/24/24 1:56PM

One HEI explained they had put in place an email charter, bringing in things like explaining your working hours when sending emails. Interesting to note new generations in the workplace and different experiences such as with emails.

PHES 1/24/24 1:58PM

One HEI reported they have colleagues proposing an email policy that restricts email sending/delivery in certain hours. Noting this conflicts with other policies around flexible working so leads to a cultural piece.

PHES 1/24/24 2:00PM

Another HEI reported We were discussing this at our Stress Risk Assessment session for line managers re time of emails. There are different views on the matter now with hybrid working but it is about ensuring staff understand expectations and don't need to respond at particaulr times

PHES 1/24/24 2:03PM

One HEI explored the conflict where someone is required to have the two-factor authentication for work email on personal phone. This may lead to them having work email app/access on their phone and can make it harder to "ignore" messages out of hours.

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## AOB Discussions

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### Future Session Topics

⇒ **Add here any subjects or themes you would like to see at the sessions in May/June (please note that the session in March is already scheduled to be a Deep Dive on Employee Surveys)**

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