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## **Royal Mail Group - 5-Year Mental Health Strategy – “Healthy Minds Matter”**

### **To: All Branches with Postal Members**

Dear Colleagues,

Discussions have been taking place with the RMG Health Team on the subject of Mental Health in all its forms, including stress, anxiety and depression. The Health, Safety & Environment Department has continued to pursue Mental Health issues as a priority, in line with CWU Conference Policy and we have agreed to work closely together on this important subject matter with full CWU involvement at every level developing the Strategy, strengthening support to those in need and in crisis, raising awareness, reducing stigma, signposting people to the right place and putting in place the tools, help and support those with Mental Health conditions providing effective responses and solutions.

### **Royal Mail Group’s 5-Year Mental Health Strategy and plan entitled “Healthy Minds Matter”.**

As part of this new approach, there will be a review of all Royal Mail Group’s people policies to further improve the employer’s approach and response to Mental Health conditions. All managers will be trained, informed and equipped to support staff with appropriate interventions and signposting.

### **The Strategy has four key strategic aims:-**

- 1. Raising Awareness** - Develop and build awareness amongst the workforce at all levels.
- 2. Reducing Stigma** – Work towards a culture where mental health can be discussed.
- 3. Tools Provision** - Signpost to tools and support.
- 4. Knowing what to do in a crisis** – Ensure all employees are clear on where to get support in a crisis, for ourselves and others.

### **The Strategy and Plan stages are:-**

- **Year 1 and 2 2017/18** – Benchmark and deploy standards to raise awareness, educate and provide tools for managers and employees.
- **Year 2 and 3 2018/19** - Review current policies and practices, identifying appropriate changes that further improve the ways RMG supports Mental Health.
- **Year 3 to 5 2019/20 - 2021/22** – Review the impact of the interventions and programmes and plan as appropriate. Demonstrable culture change.

## **World Mental Health Day 10th October 2017**

World Mental Health Day 2017 will see the launch of activities as part of the Strategy and plan including:-

- A dedicated WTLL/RMTV week beginning Monday, 9th October 2017.
- A Managers E-learning module launch. (CWU ASRs will be able to do this training Module).
- Courier content or insert.
- Everyday People Video (CSR) internal and external promotion.
- A new Mental Health "Z card" issued to all staff on how to access support.
- Communicating details of a new forthcoming Mental Health 'Ambassador Programme' Pilot.
- A Text Message, Donate/Fundraiser for the RMG charity partner 'Action For Children'.
- A Mental Health Postmark.

### **Initial prevention and education planned activity includes:**

- A mandatory 20 minute e-learning module for all managers (as above).
- Communications campaign launching in October with WTLL, RMTV and Courier.
- Mental Health Video 'Everyday People' commissioned by CSR.
- Introduction of a new "Mental Ambassador Programme Pilot".
- Analysis of high impact units, root causes followed by support plan.
- Review RMG people policies for opportunities to make changes that support RMG's mental health aims including Welcome Back Meetings specific to MH conditions.
- Partnering charities and associations to give support to the external MH education and awareness agenda.

### **A re-active support review will take place including:**

- Manager referred counselling and advice.
- Employee direct access to counselling 24/7 through First Class Support.
- Promotion of wider health and wellbeing activity (Feeling First Class) promoting the links between healthy body and healthy mind.
- Ensure managers are equipped through education and tools to give both in-work and return to work support.
- Ensure managers Know what to do in a crisis.

### **Other measures to be included in the plan are:**

- Work to reducing stigma and increase in the disclosure of a mental health condition which may currently be under-reported or wrongly reported as a physical condition by the employee. Improving mental wellbeing will hence improve attendance.

- Introduce a 'Mental Health Ambassador Programme' commencing with a joint Pilot/Trial.
- The provision of 'Mental Health First Aid' courses to be extended to (a) train 60 managers a month and (b) Include other groups including First Aiders and others. CWU Health Safety & Environment Dept has requested inclusion of ASRs.
- A Mental Health e-learning course to be launched in October 2017 to all managers with a completion by March 2018. CWU Health Safety & Environment Dept has requested inclusion of ASRs.

The Health Safety & Environment Department will continue discussions with the RMG Health Team working with RMG on all the aspects, stages, components and deployment.

As we are approaching the time to undertake the 12 Months review of the RMG Stress Risk Assessment Process and SHE Standard, we have indicated our wish to complete a comprehensive review with local input in order to test the effectiveness of the process and look at areas of improvement opportunities at what will be a very appropriate time. We have indicated a need to look at the second level process of Workplace Stress Risk Assessments, the first level being individual Stress Risk Assessments via the 'Guided Conversation' and at the second level we want to look at Workplace or Workgroup collective assessments. We have also requested a survey of Managers and CWU Area Safety Reps for feedback on this to take input for evaluation.

Further reports will be made in due course.

Yours sincerely



**Dave Joyce**  
**National Health, Safety & Environment Officer**

**Att.**