



hebridean housing
partnership

WELLBEING STRATEGY



Introduction/Foreword

As a socially responsible landlord Hebridean Housing Partnership (HHP) are committed to supporting our staff and the tenants who live in our homes. Wellbeing is a central aspect to achieving our strategic goals. Therefore, it is important to ensure we have a proactive and engaging strategy in place that facilitates and improves the health and wellbeing of our tenants and staff. The strategy will develop based on lived experience and regular communication with our staff and tenants. The strategy will also be adopted into practice where tools like the CIH's Rooted in Resilience toolkit will be utilised to ensure that wellbeing is a priority within our workplace procedures.

Our Wellbeing Strategy is a systematic approach for assessing how we already contribute to the wellbeing of our staff and tenants, as well as where we aim to improve. Investing in health and wellbeing can reduce stress and create a positive work environment and culture where colleagues can thrive.

Our Wellbeing Aims

Our overall aim is to promote a culture of health and wellbeing for our staff and tenants. This can be achieved through developing the four pillars of wellbeing which are mental wellbeing, physical wellbeing, social wellbeing and financial wellbeing. Each pillar can have a significant impact on an individual's overall wellbeing, which is why this strategy will identify areas for improvement and our commitment to offering support to tenants and staff that may require it. By addressing the physical, mental, social, and financial dimensions of wellbeing, we aim to enhance organisational resilience, improve service delivery, and strengthen community cohesion.

Mental wellbeing – We will aim to support the mental health of our staff and tenants by striving to break the stigma surrounding it and identify sources of support for those who may need it.

Physical wellbeing – We will encourage healthy lifestyle choices in partnership with public health services and the voluntary sector, encouraging our staff and tenants to remain physically and mentally active. Helping reduce anxiety and depression and extend the healthy life expectancy level.

Social wellbeing – We will continue to celebrate our local communities and the good news stories that come from them. We will encourage social interaction and promote community spaces, our tenant forum, and volunteering opportunities within the community.

Financial wellbeing – We will continue to promote financial wellbeing by guiding people towards budgeting support, benefits advice, and hardship funds like fuel vouchers/food vouchers if they require it.



WHAT WE WILL DO

Over the period of this strategy, we will work with you to focus on these four aims to ensure that all engagement is meaningful.



AIM 1

MENTAL WELLBEING

WHAT WE ALREADY DO

We currently have a trained mental health first aider in our Stornoway Office who can help staff members with issues

they may be facing. Additionally, we offer flexible working to our staff members with flexi time and the opportunity to work from home, which provides staff with the opportunity achieve a work-life balance that works for them. Our Housing Officers currently carry out welfare checks on tenants they believe may be struggling with poor mental health. We will continue to invest in their learning and development to help them identify the signs of poor mental health before it affects tenancies. We also will be restarting quarterly pulse surveys for our staff, which provides them with the opportunity to highlight any issues they are experiencing at work.

WHAT WE WILL DO

Create a tenant wellbeing hub on our website with links and contact details to relevant agencies. We will support various nationwide initiatives such as Dementia Awareness Week. To support our staff we will offer them volunteering opportunities and will encourage the all staff members adopt a caring and compassionate mindset in regard to the 3 M's (Menstruation, Maternity and Menopause).

Wellness Action Plans (WAPs): We will encourage our staff members to complete wellness action plans. This will help staff members identify what keeps them well at work and what causes stress and mental health issues. It can open up dialogue between management and their team as a wellness action plan will allow managers to understand their team members needs and the best ways to support their mental health. Our strategy will be people focused including space for grief, recognising that healing is not linear and may be different for everyone.



AIM 1

MENTAL WELLBEING

HOW WE WILL DO IT

Mental wellbeing will continue to be a priority for the organisation. Surveys and focus groups will be conducted with staff

and tenants to identify current challenges and gaps in wellbeing support. The tenant portal as well as social media channels and newsletters will be used to promote wellbeing initiatives. We will continue to equip our staff with the information and training they need order to recognise the challenges our tenants may be facing to direct them to the best source of support. Where feasible we will support wider infrastructure projects within our communities that help people to lead healthier lives such as green spaces and community hubs.



AIM 2

PHYSICAL WELLBEING

WHAT DO WE ALREADY DO

We currently offer our staff members a cycle to work scheme and encourage physical activity.

We promote local sport and fitness events that staff can get involved in through our weekly newsletter. Staff are also encouraged to eat away from their desks.

WHAT WE WILL DO

We will promote community initiatives like 5k park runs/walks to our staff and tenants to encourage physical movement and social interaction. We will also work with local organisations to encourage people to keep on top of their health as well by promoting health campaigns. We will encourage the use of local community hubs to deliver healthy and sustainable activities/classes.

HOW WE WILL DO IT

We will have a stronger presence on our social media channels as well as our website to promote initiatives that may improve physical wellbeing. Staff will also be encouraged to remain active through encouraging lunchtime walks and our cycle to work scheme.



AIM 3

SOCIAL WELLBEING

WHAT DO WE ALREADY DO

We currently support the registered tenants' organisation the Cearn Community Association

The Cearn Community Association are a long-standing community association, who have developed a local improvement plan and delivered a number of projects to improve the social, physical, and mental wellbeing of the Cearn community. For staff members we provide them with the ability to give back to their local community with a paid make a difference day, which can be used to volunteer at a local community event or provide support to a charity. Finally, we have worked with communities to assist them in providing play facilities within their areas, in the current financial year we have supported small scale community projects with grants amounting to £6,932.

WHAT WE WILL DO

We will promote and support community events that reduce isolation and foster neighbourly relationships within our communities. We will continue to develop green spaces within our developments to encourage social interaction between tenants. We will strengthen our relationships with local charities and services to encourage peer support networks for those who may need it.

HOW WE WILL DO IT

We will remain tenant focused and engage with any feedback tenants have given us on how to help their social wellbeing. Our staff members will be trained to ensure they notice the signs of social isolation for vulnerable members of the community.



AIM 4

FINANCIAL WELLBEING

WHAT DO WE ALREADY DO

We already provide our tenants who are struggling financially with fuel and food vouchers to try to tackle fuel

poverty and hunger. Over the last few we have handed out over £60,000 worth of fuel vouchers and £25,000 worth of Co-op vouchers to tenants in need. We will also continue to support community initiatives such as the Cearns Community Fridge, which has delivered a vital service to those in need within the Cearns Community. We offer tenants moving into new properties the opportunity to leave the current furniture and furnishings that were already in the property prior to their tenancy beginning. This can significantly decrease the financial burden when having to furnish a new property for the tenant. Through our tenant engagement programme we also ran a free computer skills class for tenants, strengthening their skills to help with finding work as well as providing social interaction. We are a living wage and living pension employer, which ensures that all of our staff members are paid a fair wage and pension therefore reducing anxiety about having enough saved to retire comfortably.

WHAT WE WILL DO

We will partner with the local agencies that can provide our tenants with sound advice on stressful topics such as budgeting, debt and benefits. Our staff members are well trained to provide early intervention for rent arrears through supportive conversations, with flexible and supportive arrangements being made when possible. Staff will also have the same access to financial advice should they require it as the cost of living is rising for everyone.

HOW WE WILL DO IT

We will ensure that our staff receive sufficient training to provide tenants with advice or point them in the direction of help should they require it. We will partner with local organisations that can offer financial support or advice for our tenants and staff members.

DEVELOPING THE STRATEGY & ACTION PLAN

Developing the Strategy – Whilst creating this strategy we have undertaken significant research and benchmarking against other Housing Associations to see where we compare. The research identified that although we already have wellbeing initiatives in place there is more that we can do to support the health and wellbeing of our staff and tenants.

To carry out this strategy a proactive approach is required, people's wellbeing can fluctuate regularly due to numerous factors and stressors within their life. As the strategy progresses and develops all employees and tenants will be made aware of the strategy through social media channels. They will also be reminded of all the resources that are available to them.

The Wellbeing Strategy will be included in the employee handbook, as well as in induction packs. It will be posted onto the website along with contact details of local agencies that staff or tenants may need to contact in a time of need. The strategy will be updated regularly to remain in line with changes in legislation and social trends.

All staff will be reminded that they also have a role in improving their own wellbeing, as well as being reminded that they can always raise any issues or concerns, and seek help from a line manager, HR, occupational health, or a mental health first aider should they need to do so.

Reviewing and monitoring – The Chief Executive/HR will be responsible for reviewing the wellbeing strategy as well as monitoring its effectiveness. The strategies effectiveness can be measured through:

- Regular staff and tenant engagement surveys
- Feedback from staff and tenants
- Regular mental health and wellbeing at work risk assessments.
- Staff sickness, presenteeism and staff turnover levels.
- Exit interviews
- Use of occupational health or counselling services
- Staff complaints or referrals
- Feedback from the company's mental health lead, or qualified mental health first aiders.

Other formats – We will make the strategy available in other formats/languages on request. Please contact us on 0300 123 0773 for further information or copies

Strategy Review and update – This strategy will be reviewed annually to ensure it is still a relevant and proactive approach to improving health and wellbeing.