



North Central London
Integrated Care Board

Directorate staff briefings

5 October 2022

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- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003.
- The survey offers a snapshot in time of how people experience their working lives, with responses gathered at the same time each year.
- Its strength is in capturing a national picture alongside local detail, allowing organisations to understand what it is like for staff across different parts of the NHS and work to make improvements.
- In 2021, the questions were aligned with the [NHS People Promise](#) to track progress against its ambition to make the NHS the workplace we all want it to be by 2024.
- The more our NHS people know their organisations, are listening to them and acting on their feedback, the better the outcomes for us and our patients.
- A lot of good work is going on but there is always room to do more and make it the best for all of us, regardless of where we work.

- After the unique demands of the last few years, it is more important than ever that our NHS people can share their views on their working experience and how it can be improved.
- The NHS Staff Survey provides a rich source of data to support understanding our NHS people's working experiences.
- The data is made available each year on the [NHS Staff Survey website](#).
- The Survey is run independently and is done to the highest standards of quality and accuracy.
- What you say is kept confidential and anonymous.
- Results are only reported to organisations in summary form and in such a way that it is impossible to identify an individual's responses. Please be honest when completing the Survey.
- This year, the Survey opened on Monday 3 October and will close on Friday 25 November 2022.
- To participate, click the unique link in the email you receive (emails started going out on Monday) – it only takes around 15 minutes to complete.
- We encourage all eligible staff to take time out to complete the survey – your views are an important part of how we develop and evolve as an ICB in the years ahead.

Our NHS People Promise



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- The [People Promise](#) sets out, in the words of our NHS people, the things that would most improve our working experience for us all – like health and wellbeing support, opportunities to work flexibly, and to feel we all belong, whatever our background or our job.
- Everyone’s answers to the NHS Staff Survey will be used to better understand what it’s like at the moment and where more change is needed.
- This is what we should all be able to say about working in the NHS, by 2024. . .
 - We are compassionate and inclusive.
 - We are recognised and rewarded.
 - We each have a voice that counts.
 - We are safe and healthy.
 - We are always learning.
 - We work flexibly.
 - We are a team.

Board of Members

- Last week we held our first formal NCL ICB Board of Members meeting.
- We had previously held one at the start of July which was largely used to finalise our statutory obligations of becoming an ICB.
- The first Board of Members meeting included:
 - ✓ Approval of Community and Mental Health Services Strategic Reviews approach including core offer
 - ✓ Endorsement of the StartWell programme
 - ✓ Approval of our Working with our People and Communities and Working with our VCSE Sector strategies.
- Papers from the Board of Members meeting can be found here: <https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/meetings/ncl-icb-board-of-members-meetings/>
- The Board of Members will meet every other month, with the next meeting scheduled for 29 November 2022.
- You can see who sits on the Board of Members here: <https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/who-we-are/board-of-members/>

Action for all staff: Conflicts of Interest annual return due

- In accordance with NHS England guidance and the ICB's Conflicts of Interest Policy which has been approved by the Audit Committee, all staff (including permanent, interim, fixed term and contractors) are asked to complete a declaration of interests, unless they have already done so in the last three months.
- This exercise was last conducted in autumn 2021. Given that we are now an ICB, it is also timely to refresh the register to reflect this change as well as job roles that may have changed for staff.
- NHSE published [statutory guidance on managing conflicts of interest](#) in 2017 to support CCGs to manage conflicts of interest. The updated conflicts of interest policy, for NCL ICB, is available on the Policies page of the staff intranet, under governance: <https://intranet.northcentrallondon.icb.nhs.uk/policies-and-forms/policies/>
- The Declaration form is available on the Forms page of the staff intranet: <https://intranet.northcentrallondon.icb.nhs.uk/policies-and-forms/forms/>
- Please complete, sign and date the form and email it to andrew.tillbrook@nhs.net by **14 October 2022**.
- All declarations will be used to update the Registers of Interests, which are subject to an annual inspection by the ICB's Auditors, RSM, due in late autumn of 2022. The Registers are held by Board Secretariat – the Board, Clinical Leads and senior managers are published on the ICB's website in accordance with NHSE guidance.
- Please contact **Andrew Tillbrook**, Board Secretary, Corporate Affairs if you have any questions.

Conflicts of Interest policy

- NCL ICB's Conflicts of Interest Policy was approved by the Audit Committee on 26 September 2022.
- The new policy can be found here: <https://intranet.northcentrallondon.icb.nhs.uk/wp-content/uploads/2022/09/Conflict-of-Interest-Policy-Approved-on-26.9.22.pdf>
- The policy sets out the ICB's approach to managing conflicts of interest including:
 - types of conflicts of interest
 - key principles for managing conflicts of interest
 - factors to consider when assessing how to involve people from system partners in the ICB's deliberations
 - management of conflicts of interest during the commissioning cycle
 - management of conflicts of interests at meetings
 - management of offers of gifts, hospitality and sponsorship.
- Training on the new policy and management of conflicts of interest will be available in late October 2022. Further details will be available in the staff newsletter and on the Learning Hub: <https://intranet.northcentrallondon.icb.nhs.uk/hr-od/learning-hub/>
- If you need any help with the policy or with managing a conflict of interest please contact the Governance and Risk team at ncl.governance@nhs.net

Single tender waivers

- A Single Tender Waiver (STW) is a document which must be completed where a purchaser intends to make a purchase without a competitive process being completed.
- NCL ICB has put into place a new approach to STWs. All STWs below £1m can be approved by the relevant individuals in accordance with the ICB's Standing Financial Instructions, as below:
 - Chief Executive Officer and Chief Finance Officer acting together: £1m
 - Chief Finance Officer and an Executive Director acting together: £250k
 - Executive Director and a Finance Director acting together: £100k.
- STWs over these limits must be approved by the Finance Committee on behalf of the Board of Members.
- All STWs (whether approved or rejected) must be reported to the Secretariat for inclusion in the STW register to: NCLICB.STWFormBoardsecs@nhs.net
- All approved STWs must also be included in the Register of Procurement Decisions.
- The Tender Waiver Form, together with the process for approving and reporting STWs is available on the staff intranet: <https://intranet.northcentrallondon.icb.nhs.uk/policies-and-forms/forms/>

Revisions to NCL ICB Governance



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- The Board of Members approved some revisions to our governance arrangements at its meeting on 27 September 2022.
- The key revisions for staff to be aware of are:
 - The Voluntary, Community and Social Enterprise (VCSE) Alliance has been added to the ICB's Functions and Decisions Map. The VCSE Alliance for NCL is a partnership between sector representatives and the health and care system. Our Alliance is in its infancy but will continue to develop throughout 2022/23.
 - Strategy and Development Committee will meet four times per year.
 - Authority to approve Single Tender Waivers over £1m has transferred to the Finance Committee. The Procurement Oversight Group no longer has the ability to approve STWs.
 - Committee Terms of Reference, the Functions and Decisions Map and the Standing Financial Instructions (SFIs) are all available on the NCL health and care website:
<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/governance-handbook/>

- The ICT migration project is now in full swing. A few things to note for those colleagues who haven't yet migrated (the below tips have been collated from colleagues who have migrated and the project team).
- 1. When collecting your laptop you will need to spend 10-15 mins with a member of the IT Team to enable set-up. This could take longer so please make sure you find a suitable time in your diary.
- 2. Staff must make sure they have all of their passwords to hand when collecting their laptop (network, nhs.mail). Note that NHS mail and your network passwords might be different as you're prompted to renew them on different timescales.
- 3. If you miss your scheduled migration day / time, your network access will be blocked within 48 hours. Please make sure you have been in touch with the project team if this applies to you: nclpcb.corporate-datamigration@nhs.net
- 4. Following the migration, please allow 48 hours for your H:Drive data to appear within your OneDrive account before reporting an issue to the Service Desk. In general the migration is happening much faster, but in some instances is taking that long.
- More information about the ICT migration, including answers to frequently asked questions, can be found on the staff intranet: <https://intranet.northcentrallondon.icb.nhs.uk/working-at-the-icb/ict-migration/>
- If you need help after you have migrate please contact the NCL ICB Service Desk via 020 4506 6006 > Option 1 or nclpcb.ict@nhs.net

Haringey office

- As of 24 October, the new Haringey office at 48 Station Road will be ready for staff to use.
- Some helpful information about the new office...
 - The address is: 2nd Floor, 48 Station Road, N22 7TY (approx. 180 yards from River Park House).
 - 48 Station Road has the provision for flexible working. 12 seats have traditional docking stations for laptops and there is also an informal project table with space for 8 staff. Our standard audio visual technology is installed in the meeting room (which seats 10). This is for sole use by the ICB.
 - We also have use of the shared space on the 2nd floor – hot desks, informal seating near the kitchen; which is used at lunchtimes and available outside of these hours for meetings and another meeting room on our floor that can be booked centrally if needed.
 - Security Passes – staff will need a Haringey Council security pass. All previous passes have been deactivated. Staff will either need their existing pass reactivated or to arrange for a new pass to be issued. Please contact Business Services for more information: nclimb.businessservices@nhs.net
 - Bike shed – access to the bike storage is via the rear entrance of Alexandra House. Cyclists should wait by the shutters and security will open the door to provide you with access.
 - Showers – new showers are being built in the adjacent office and we will update once these have been completed.
- An 'Office User Guide' with more detailed information will shortly be uploaded onto the Intranet and we are happy to arrange induction sessions for teams attending the office.

Recruitment update



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Vacancies

- All job vacancies are now posted on our website NCLhealthandcare.org.uk as well as NHS Jobs.
- To help make your job search easier, vacancies are displayed by the job type/professional group such as Administrative Services, Allied Health Professions and so on.
- Jobs that are available to internal applicants only are flagged with a red icon, “restrictions apply”.
- Vacancies are powered by TracJobs, which in addition to advertising current jobs allows staff to log in, create an account and set up email alerts for vacancies in sectors that interest them.

Recruitment team contact

- The Recruitment services email address has changed as they have now transferred into South East London ICS.
- To contact the Recruitment team, email: recruitment-NorthLondonICBs@selondonics.nhs.uk
- The [HR contacts page](#), [ECP forms](#) and guidance document have been updated with this email address.

Pensions – reminder

- A reminder that changes to pensions are being introduced in phases, with the first changes coming to effect from 1 October. The changes that are being introduced are:
 - members' contribution rates are to be based on actual pensionable pay instead of notional whole-time equivalent (WTE) pay
 - structure for member contributions would change
 - thresholds for the member contribution tiers would be increased in line with annual Agenda for Change (AfC) pay awards
 - member contribution structure would be phased over two years.
- Full details about the changes, including which will be in phase 1 and phase 2 can be found on the intranet: <https://intranet.northcentrallondon.icb.nhs.uk/hr-od/payroll-and-pensions/>
- If you have any questions regarding this you can contact Sara Weller, Pensions Manager at sara.weller@nhs.net
- Further information can also be accessed on the [NHS Employers website](#) and the National NHS Pension Agency are holding some webinars – staff can register for the webinars [here](#).

Pensions – reminder

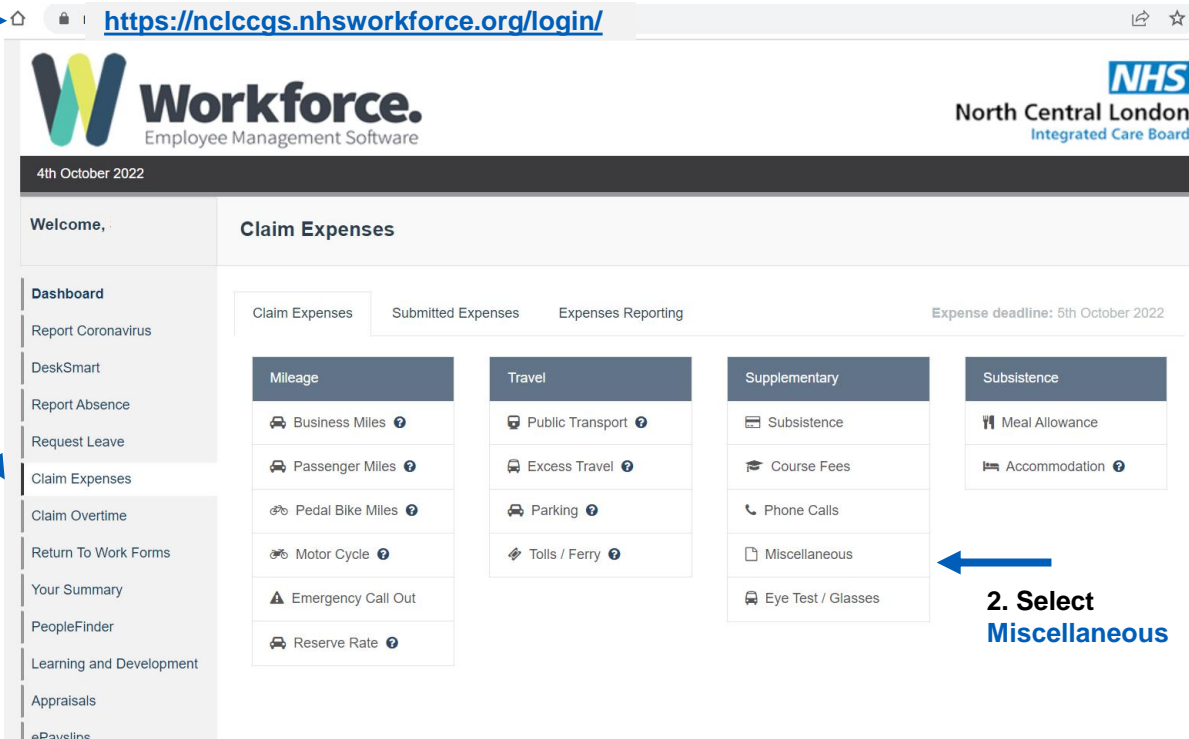
- HR will be offering virtual pension clinics again for ICB staff to ask any questions or queries you may have in relation to your NHS Pension, this is available via MS teams for individual 30-minute appointments and will be with Pensions Manager, Sara Weller.
- Appointments are available for Thursday 13 October and Tuesday 15 November.
- We cannot give advice on what you should do in relation to your pension, but we can answer any questions you may have in relation to your pension and retirement.
- If you would like to book an appointment please contact sara.weller@nhs.net to book your timeslot and receive an MS teams meeting invite for your appointment. Please mention brief details of what you would like to discuss when requesting an appointment.
- In addition to the above support, some local pension webinars have been set up.
 - ****This week** General information and awareness of NHS pensions:** 6/10/2022, 2.30pm – 3.45pm
 - **Menopause and early retirement:** 19/10/2022, 2.30pm – 3.30pm
 - **How to manage your money in difficult times:** 8/11/2022, 11am – 12pm
- The first General information and awareness session was held in September and the slides from this session can be found here: <https://intranet.northcentrallondon.icb.nhs.uk/hr-od/payroll-and-pensions/pension-clinics/>

Flu vaccinations for staff

- As part for of ICB staff wellbeing offer, we want to support staff to stay well this winter.
- We are encouraging all staff to consider taking the flu vaccine.
- This year the government have offered all those aged 50 and above a free vaccine, in additional to those with an underlying health condition. Further information can be found here: <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>
- For staff who are not eligible for a free vaccine, NCL ICB will reimburse the cost of a flu vaccine.
- Staff can find their nearest community pharmacy offering flu jabs via the NHS website: <https://www.nhs.uk/service-search/pharmacy/pharmacy-nhs-flu-vaccine-service>
- To claim, please keep your receipt and submit it via the 'claim expenses' section on Workforce (and submit it as a 'miscellaneous' expense).
- Detailed instructions on how to claim are on the next slides.
- If you have any questions, please contact Nicholas Ince, Deputy Director of Vaccination Transformation, nicholas.ince@nhs.net
- If you're struggling to make the claim via Workforce, please contact HR: nclicb.hr@nhs.net

How to claim flu vaccine expenses

1. Log in to Workforce



You can claim your expense for your flu vaccine through Workforce.

1. Log in to Workforce:
<https://nclccgs.nhsworkforce.org/login/>
2. Select 'Claim Expenses' from the left-hand side of the page.
3. Select 'miscellaneous' under the 'Supplementary' box.

If you have any questions or would like further guidance, please contact nelcsu.workforcesystemhr@nhs.net or workforce.support@nhs.net

How to claim flu vaccine expenses

The screenshot shows the 'Claim Expenses - Miscellaneous' form. The left sidebar contains navigation links: Welcome, Dashboard, Report Coronavirus, DeskSmart, Report Absence, Request Leave, Claim Expenses, Claim Overtime, Return To Work Forms, Your Summary, PeopleFinder, Learning and Development, Appraisals, ePayslips, My Calendar, Team Calendar, Manage My Account, Help, and Logout. The main content area is titled 'Claim Expenses - Miscellaneous' and includes a dropdown for 'Claim a different expense?', a 'Miscellaneous' section, a 'Date of claim' field with a placeholder 'dd/mm/yyyy', a 'Description' field, a 'Value claiming' field with '£ 0.00', an 'Evidence' section with a 'Click to select evidence' button, a checkbox for 'I have checked that the evidence uploaded matches the date of claim', a dropdown for 'Does the value being claimed match the value in the uploaded evidence?', a 'Claim another expense?' dropdown, a disclaimer, and a checkbox for 'I have read and understood the above'. A 'Submit Expense' button is at the bottom. Blue arrows and text labels point to specific parts of the form: '4. Submit details' points to the date and description fields; '5. Upload evidence' points to the evidence selection button; and '6. Submit your expense' points to the 'Submit Expense' button.

4. After selecting 'Miscellaneous' you will be prompted to submit details of your claim, including the date, a short description and the cost. Note: you must submit your claim within 3 months of having your vaccine.

5. You will then be prompted to submit evidence of your claim. It is important you keep the receipt from the pharmacy you have your vaccine at in order to upload it to Workforce. The system will allow you to upload a scanned copy of your receipt or a picture if you do not have scanning function available at home.

6. Finally ensure you click Submit Expenses so your manager can approve it.

Managers should check that the criteria for claiming the expense is met before approving.

You can keep track of your expenses in the system. The deadline to submit expenses is the 5th of each month.

Upcoming changes to mileage expenses

- For those who claim mileage as part of their role, please take note of this upcoming change to the approvals process on Workforce. This also applies to managers of people making claims.
- Following a recent audit feedback, there will be three additional checkboxes on the manager mileage expenses approval page on Workforce by the end of October.
 - ✓ I have seen and can confirm the user has a valid driving licence for the date of the journey.
 - ✓ I have seen and can confirm the vehicle used for the journey has a valid MOT certificate for the date of the journey.
 - ✓ I have seen and can confirm the user has valid insurance for the date of this business journey.
- The remainder of the process for claiming this expense remains the same.

- Black History Month is a time to celebrate black history, heritage and culture, and the iconic figures that have contributed so much.
- This year, the theme for Black History Month is ‘Time for Change: Action Not Words’.
- This theme aims to highlight that while there is a history that can be acknowledged and learned from, we cannot move forward without action and working together to achieve shared goals of equality and equity.
- To get to a better tomorrow, we can’t just focus on the past. The past is in the past. We can acknowledge and learn from it, but to improve the future, we need action, not words. We need to come together around a shared common goal to achieve a better world for everyone.
- To find out more about Black History, our BAME Staff Network will be hosting events and sharing information throughout Black History Month.
- You can also find out more here: <https://www.blackhistorymonth.org.uk/>

Black History Month – staff events

- Throughout Black History Month our Black Asian and Minority Ethnic (BAME) Staff Network have planned a programme of internal staff events.
 - Black Art presentation – Wednesday 5 October, 1.30 – 2.30pm
 - BAME Classical Composers presentation – Tuesday 11 October, 2 – 3pm
 - Face to face food event at Laycock Street (room tbc) – Tuesday 18 October, 1 – 2.30pm
 - NCL Diversity and Inclusion Book, Film & Music Club (with a focus on Black History Month) – Thursday 20 October, 2 – 3pm
 - Black and Asian Musical Instruments presentation – Tuesday 25 October, 1 – 2pm
 - Black History Month quiz – Thursday 27 October (time tbc)
- Outlook calendar invites are being sent out for these events.
- More information can be found on [the Black History Month page](#) of the staff intranet.

BIM2022

DIG DEEP, LOOK CLOSER, THINK BIGGER

Freedom to Speak Up month



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- October is also Freedom to Speak Up month.
- The ICB recognises the importance of staff speaking up where there is actual or suspected wrongdoing and supporting staff who do so.
- We have put in place a number of measures to strengthen our approach and support staff who speak up, including:
 - the Speaking Up (Whistleblowing Policy): <https://intranet.northcentrallondon.icb.nhs.uk/wp-content/uploads/2022/08/ICB-Speaking-Up-Whistleblowing-Policy.pdf>
 - a Speaking Up page on the staff intranet for easy access to information: <https://intranet.northcentrallondon.icb.nhs.uk/working-at-the-icb/speaking-up-whistleblowing/>
 - the appointment of Freedom To Speak Up Guardians and Ambassadors
 - key information about the ICB's approach to Speaking Up and Whistleblowing forms part of the Governance and Risk Induction session for all new members of staff.

Freedom to Speak Up month



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Who can I Speak Up to?

- If you want to speak up about actual or suspected wrongdoing, you should speak with your line manager in the first instance if you feel comfortable doing so.
- If you do not feel comfortable, or are not able to, we have other routes to speak up.

Freedom to Speak Up Guardians

- The Freedom To Speak Up Guardians are an independent source of advice to staff on speaking up. The Guardians have access to anyone in the organisation and, where necessary, outside of the organisation. Staff can contact the Guardians at any stage.
- Guardians also have a wider role to help protect patient safety and the quality of care, improve the experience of workers and improve learning and improvement by ensuring that workers are supported in speaking up, barriers to speaking up are addressed, a positive culture of speaking up is fostered and issues raised are used as opportunities for learning and improvement.
- The Freedom To Speak Up Guardians are:
 - Clinical matters: Chris Caldwell, Chief Nursing Officer: chris.caldwell@nhs.net
 - Non-clinical matters: Ian Porter, Executive Director of Corporate Affairs: ian.porter3@nhs.net

Freedom to Speak Up month



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Freedom to Speak Up Ambassadors

- The Speak Up Ambassadors are staff volunteers trained to be a point of contact for any ICB worker who wishes to speak up or find out more information about the process.
- They can listen to your concerns, help guide you through the process, signpost you to the right place and/or people and provide impartial support.
- They work closely with the Guardians and can escalate concerns to them where appropriate.
- The Speak Up Ambassadors are:
 - Julian Chiew, Primary Care Development Manager: j.chiew@nhs.net
 - Samantha Watson, PA to Director of Continuing Health Care: sam.watson7@nhs.net
- We would like to thank the Speak Up Ambassadors for volunteering for these important roles.

Speaking Up about Fraud

- If your concern is about fraud you can also contact the ICB's Local Counter Fraud Specialists:
 - Matt Wilson: matt.wilson2@nhs.net or 07484 040 691
 - Kirsty Clarke: kirsty.clarke8@nhs.net or 020 3201 8054



- Smokers are being encouraged to quit smoking this October with the annual campaign, this year built around the theme: *You've got what it takes to quit this Stoptober.*
- Over 11 years, the campaign has helped over 2.5 million people make a quit attempt and this year will again encourage the approximately 6 million smokers in England to give quitting a go.
- Some stats you might hear throughout Stoptober...
 - If you can make it to 28 days smoke free, you're 5 times more likely to quit for good
 - Today, approximately 1 in 7 adults in England smoke
 - Smoking is the single biggest behavioural cause of preventable illness and death in England
 - 13.8% of men smoke in England, compared to 10.4% of women
 - Smoking causes 64,000 preventable deaths a year
 - Between 2019 and 2020, 448,000 hospital admissions were attributable to smoking in England.

If you'd like references for any of these, please contact the Comms and Engagement team.

Physical benefits to Stopping smoking

Stopping smoking can significantly improve your health in ways you might not expect.

- After 20 minutes: Pulse rate starts to return to normal.
- After 8 hours: Oxygen levels are recovering and harmful carbon monoxide in the blood is reduced by half.
- After 48 hours: The body has flushed out all carbon monoxide, lungs start to clear out mucus and ability to taste and smell is improved.
- After 72 hours: Bronchial tubes begin to relax, breathing becomes easier and energy levels increase.
- After 2-12 weeks: Blood is pumping to the heart and muscles better because circulation has improved.
- After 3-9 months: Coughs, wheezing and breathing problems improve as lung function increases by up to 10%.
- After 1 year: Risk of heart attack has halved compared to a smoker. And research suggests that people who have quit for a year are happier than those who continue to smoke.
- After 10 years: Risk of death from lung cancer falls to half that of a smoker.
- After 15 years: Risk of heart attack falls to the same as someone who has never smoked.

Mental health benefits to stopping smoking

Stopping smoking boosts mental health and wellbeing. . .

- Evidence shows that once people have got past the short-term withdrawal stage of quitting, they have reduced anxiety, depression and stress and increased positive mood compared with people who continue to smoke.
- For symptoms of anxiety and depression, stopping smoking is as effective as taking antidepressants. Just 6 weeks after quitting, people start feeling happier as well as healthier.

Financial benefits to stopping smoking

- On average, smokers in England spend £38.59 on tobacco per week. Therefore, they could save £38.59 per week, £167.22 per month and £2,006.68 per year from quitting smoking.

World Mental Health Day

- World Mental Health Day is an opportunity to encourage conversations about mental health and the importance of looking after it. The Mental Health Foundation has created [free resources](#) to be shared for the day to support the global theme of 'Make mental health and wellbeing for all a global priority'.
- Colleagues can also share resources from our ["London, you good?" campaign](#), to help direct young Londoners to free mental health resources available to them. Assets from Every Mind Matters are also available to share in support of World Mental Health Day from the [Campaign Resource Centre](#).
- To coincide with World Mental Health Day on 10 October, [Thrive LDN](#) will be holding [Access All Areas Festival](#) from 1pm to 8pm, a free festival created by young Londoners, for young Londoners.
- The event encourages young Londoners to meet others who share similar experiences, to gain new skills to improve resilience and learn about how they can create change. [Registration is required via Eventbrite](#).



World Mental Health Day

- World Mental Health Day is also an opportunity to reflect on our own mental health, both at work and in our life outside of work.
- Staff wellbeing is important and we have a continued commitment to doing everything we can as an organisation to support the wellbeing of our staff.
- NCL ICB has a range of resources available to support health and wellbeing, which are available on the staff intranet:
<https://intranet.northcentrallondon.icb.nhs.uk/working-at-the-icb/wellbeing-support/your-health-and-wellbeing/>
- Mental health and wellbeing champions – all of our Champions have been trained as Mental Health First Aiders to enable supportive discussions regarding individual mental health and wellbeing and to signpost people in the right direction if required.
- Staff can contact any of our champions to talk about any areas of their wellbeing and mental health. Conversations will be completely confidential.

