

[2.3.6] – Social Value, Health and Wellbeing

Please describe the commitment your organisation will make to ensure that opportunities under the Call-off Contract deliver the “Policy Outcome” of improving health and wellbeing including the following criteria (see Annex E Social Value questions quick reference table for additional information).

Measures to deliver any/all of the following benefits through the contract:

- Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce; and
- Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health.

Measures to raise awareness or increase the influence of staff, Suppliers, customers, communities and/or any other appropriate stakeholders to promote health and wellbeing, including physical and mental health, through its performance of the contract, e.g. through engagement; co-design/creation; training and education; partnering/collaborating; and volunteering, Please include:

- your ‘Method Statement’, stating how you will achieve the Policy Outcome and how your commitment meets the Award Criteria; and
- a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:
 - Timed action plan
 - Use of metric
 - Tools/processes used to gather data
 - Reporting
 - Feedback and improvement
 - Transparency

Your response will be assessed against the extent to which it demonstrates how the Supplier meets the following evaluation criteria:

- Understanding of issues relating to health and wellbeing, including physical and mental health, in the contract workforce. Inclusive and accessible recruitment practices, development practices and retention-focussed activities including on recruiting, managing and developing people with a disability or health condition.
- Actions to invest in the physical and mental health and wellbeing of the Supplier Personnel and the contract workforce.

- Methods to measure staff engagement over time and adapt to any changes in the results.
- Processes for acting on issues identified.

Response Limit – two (2) pages. Responses must be presented using Arial font size 12 (English Language and black typeface) and single line spacing.

Supplier Name

WorkWell Together – a partnership of PA, Mutual Ventures and Collaborate

Working proactively to improve the health and wellbeing of our people is critical to the success of our business. Helping our people to address whatever challenges they face translates into improved outcomes for our people and our clients. Our wellbeing strategy targets five priority areas.

- **Mental Wellbeing** – supporting our people to manage life's personal and professional stresses, signposting available support where appropriate.
- **Physical Wellbeing** – supporting and encouraging our people to take exercise, practise healthy eating and maintain good sleep patterns.
- **Financial Wellbeing** – supporting our people to be financially resilient and secure.
- **Social Wellbeing** – providing the right environment and opportunities for our people to connect with each other and build social communities.
- **Career Related Wellbeing** – providing the right environment, policies, and tools to support healthy working practices.

Across our **'Working Well Together'** consortium we use six initiatives to promote the physical and mental health of our people (see Fig. A). We are also enrolled in the **Voluntary Reporting Framework** and have high compliance with **MIND's 'Mental Health at Work' commitment**, implementing its six-standards. Our talent acquisition and recruitment strategy has disability and physical health as a key pillar, and we have established disability and physical health, and neurodiversity communities enabling our people to lead these conversations from an employee perspective. We are signed up to the **Business Disability Forum**. We are a **Disability Confident Level 1 organisation** with an intention to progress to Level 2 in the future.

The initiatives above and activities below meet or exceed the Model Award Criteria to support the physical and mental health and wellbeing of our people and raise the awareness and influence our suppliers, customers, and communities.

Method statement – supporting our people	KPI/ metrics
<p>Share and implement our Assignment Wellbeing Toolkit, to encourage a culture of health and wellbeing.</p> <p>We will share our toolkit and use it to develop a joint Wellbeing Plan and Team Charter, which will be built into the Assignment Wellbeing Plan, facilitating open conversations, and driving awareness of wellbeing across all colleagues engaged in the WorkWell programme.</p>	<ul style="list-style-type: none"> • % of joint team awareness over time of the toolkit • # of positive feedback comments received from the contract team
<p>We will incorporate wellbeing conversation opportunities into our regular meetings.</p> <p>We will work with you to identify meeting wellbeing moments criteria, agree on duration, measurement method and list of topics e.g., mindfulness tips or stretch breaks.</p>	<ul style="list-style-type: none"> • # of meetings with 'Wellbeing Moments' • % of contract workforce provided with an opportunity to take part
<p>We will support each member of our joint team to spend one day volunteering.</p> <p>We will use our existing VCSE networks to identify volunteering opportunities. Opportunities will be designed to give the WorkWell teams access to organisations delivering a diverse range of health, mental, and other interventions to help people stay, return, or enter work – providing value insights and exposure to practical, lived experiences.</p>	<ul style="list-style-type: none"> • % contract workforce to take part in a volunteer day • # of positive feedback received from those who take part

Method statement – awareness raising and influencing others	KPI/ metrics
<p>We will hold Lunch & Learn Sessions covering social, financial, physical, and mental wellbeing aspects.</p> <p>We will discuss and agree with you what topics will be of most interest and benefit to our joint team, covering social, financial, physical, and mental wellbeing aspects. We did this with HSE during BSR discovery to great effect.</p>	<ul style="list-style-type: none"> • # sessions delivered • # attendees • % of contract workforce provided with an opportunity to take part
<p>We will organise joint training on related topics of mutual interest.</p> <p>We will run a strengths development programme comprising an individual assessment, 1:1 coaching, and team workshops. We will offer and fund participation for 15 people from the Vanguard in a mental health first aider training course during the first year of the programme. And, as a test bed, we will provide free-of-charge resilience training to 15 representatives from the Vanguard.</p>	<ul style="list-style-type: none"> • # sessions delivered • # attendees • % of contract workforce provided with an opportunity to take part
<p>We will put psychological safety at the forefront of our interactions with all stakeholders.</p> <p>We will deliver workshops and/or speaker slots about psychological safety, based on our expertise and research carried out for the Ministry of Defence. We will assess psychological safety across our combined teams and guide colleagues through a powerful facilitated conversation, building actions to increase psychological safety, and ultimately team wellbeing and performance.</p>	<ul style="list-style-type: none"> • # attendees • % of contract workforce provided with an opportunity to take part • Report on psychological safety of the team
<p>We will use the wellbeing initiatives we develop together as a test bed to support the Vanguard.</p> <p>We will use [Redacted] to crowd source ideas for potential interventions for reducing ill-health in the workplace. With you, we will recommend areas for further consideration and offer an additional 10 days of pro-bono consultancy to develop potential solutions, sponsored by our [Redacted].</p>	<ul style="list-style-type: none"> • # ideas generated • # ideas implemented / adopted

Times project plan and process: [Redacted] will be the social value lead for our **‘Working Well Together’** consortium. She will drive an open and trusting environment, advocate a health-first attitude, be responsible for delivery of our commitments, and report monthly on progress against our social value plan, which is shown at *Figure B*. The quarterly strategic review meetings will revisit our social value commitments to ensure they remain relevant, feasible, and impactful.

Monitoring, measuring, and reporting: During delivery we will regularly review our commitments to ensure they continue to achieve the desired outcomes. We will **measure** performance against the metrics set out above using repeatable MS Teams polls, and by seeking feedback and improvement suggestions during team retro’s; then **monitor** progress against the wellbeing plan; and **report** on the impact of our social value work, as part of the regular performance management report; ensuring we take prompt **action** to address any issues through our assignment leadership.

Figure A – Six initiatives to promote the physical and mental health of our people



Private healthcare with AXAPPP, including services such as **Stronger Minds** and free access to the **Calm** app



Internal networks e.g., LifeatPA, Women's Network, and Coaching Network.



Employee Assistance Programme. The helpline runs 24 hours a day, 365 days a year and is available for all UK staff.



Community of **160 Mental Health Champions** and **40 Mental Health First Aiders**, facilitated through our Global Mental Health and Wellbeing Network.



Firm wide campaigns e.g., **Lend an ear** (encourages conversations on mental health) and **Mind-Body Connect** (encourages activity to achieve a healthy balance).



Educational webinars on financial planning e.g., through our partnership with Octopus Money Coach all UK employees have access to free personal financial coaching.

Figure B – Social value plan

