MEASURING THE IMPACT OF YOUR WORKPLACE WELLBEING STRATEGY

How healthy is your workplace now?
Understanding where you are on the journey towards a healthy organisation will set the stage for measuring the effectiveness of your investment in mental health.

FACTORS TO CONSIDER

- Is mental health recognised as critical to managing business risk?
- Is support offered proactively and early, engaging before the person goes off sick?
- What policies and procedures are in place for managing absences?
- What percentage of sickness absence is related to mental ill health?

ATTITUDES TO MENTAL HEALTH

Employee surveys will give you a truer picture of the effectiveness and accessibility of any training and support available to staff. Make sure you understand views and experiences at all levels. There can be a disconnect between senior leaders’ impressions of a supportive healthy workplace, and the reality for staff and line managers.

Example questions
- Would you know where to go if you needed support with your mental health at work?
- Would you feel comfortable speaking to your line manager about mental health if it was impacting upon your work?
- For line managers: How confident would you feel to support a member of your team struggling with their mental health?

OTHER SOURCES OF DATA

- SICKNESS ABSENCE AND RETURN TO WORK
  When stigma is reduced, an initial increase in mental health-related absences is likely as people feel more able to disclose

- MENTAL HEALTH FIRST AIDER CONVERSATIONS
  Check in regularly with your Mental Health First Aiders, find out how often they are supporting colleagues and what the outcomes are. Look out for patterns across teams which could indicate underlying issues with management or workload

- ATTRACTION AND RETENTION RATES
  A supportive workplace is a more desirable workplace so you may see a rise in attraction and retention. In exit interviews, ask about wellbeing in the workplace

- UPTAKE OF SUPPORT
  Track numbers of people accessing Employee Assistance Programmes or other organisational supports. Increased utilisation of EAP means people are proactively seeking treatment, enabling swifter recoveries

TIP
Revisit this exercise regularly to gauge the impact of your wellbeing strategy and keep informing your policies and procedures.

This can help you to:
- Gauge whether they found the training worthwhile
- Evaluate improvements in attitudes and awareness around mental health
- Track whether they are applying their MHFA skills to support colleagues, identify patterns in circumstances, and evaluate the effectiveness of the outcomes

To find out more, or to book Mental Health First Aid training for your organisation, visit: mhfaengland.org/organisations

For more detailed guidance on measuring wellbeing at work, see the report for the City Mental Health Alliance: ‘What is good mental health in the city and how do we measure it?’