

**HealthTrust Europe LLP: ITT to establish a framework agreement for consultancy solutions and advisory services Contract Notice (FTS) Ref: 2023-041574**

**Social Value – SV1\_Social Value Health & Wellbeing\_Ethical Healthcare Consulting**

SV1: Please describe the commitment your organisation will make to ensure that opportunities under the contract to demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce. Please include:

• your ‘Method Statement’, stating how you will achieve this 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 metrics

- tools/processes used to gather data

- reporting

- feedback and improvement

- transparency

**EHC Response:**

Under the HTE framework for MAC 7.1, EHC is committed to improving health and wellbeing, including physical and mental health, within its contract workforce and supply chain. EHC will report against all the listed metrics under the Award Criteria and will go beyond these metrics to demonstrate our commitment to this area of social value.

At EHC, our status as an SME allows us to directly contribute to social and economic development within our community. Our small size enables us to provide personalised, effective services to our clients. This approach aligns with government policies that advocate for SME inclusion in supply chains, recognising our role in driving social value. Our commitment to community engagement and impact makes us a strong choice for projects focused on meaningful social contributions.

1. **Understanding Current Challenges**

Poor mental health accounts for more than half of all work-related illnesses. Around 51% of long-term sick leave is due to stress, depression, or anxiety (HSE: Work-related stress, anxiety or depression statistics in Great Britain, 2022). With the challenges of remote and client-based work, EHC recognises the importance of regularly checking in on the physical and mental health of our contract workforce. We are aware that the absence of face-to-face interactions in our digital consultancy environment can make our team more susceptible to stress and feelings of isolation. Therefore, we are committed to creating more opportunities for connection and support, ensuring that the wellbeing of our team is always a top priority.

1. **EHC Current Strategies and Processes:**

The Ethical Healthcare (EHC) Health and Wellbeing Policy, provided in supporting documents, ***‘SD15 Health and Wellbeing Policy’*** outlines several strategies to address physical and mental health issues in the workforce. These strategies are designed to create a supportive, informed, and accommodating workplace environment. Here's a summary of the key strategies:

* EHC is committed to educating and informing managers, employees, and associates about mental health problems, their potential symptoms, and how to support each other at work. This includes raising wider awareness and understanding within the organisation.
* The policy aims to create an environment where employees feel confident enough to discuss their mental health issues and seek support. This includes a wellness plan and making reasonable adjustments as necessary.
* The policy applies to all employees and associates, ensuring no one is treated less favourably due to mental health needs or absences related to mental health.
* Managers are expected to be knowledgeable about this policy and act as a point of contact for team members. Colleagues are expected to support each other, especially those experiencing mental health problems.
* EHC acknowledges its obligations under health and safety legislation and the Equality Act 2010, particularly in making reasonable adjustments for employees with disabilities.
* The policy advocates for early intervention and awareness of the early signs of mental health issues to prevent escalation.
* EHC encourages open discussions about wellbeing and mental health in one-on-one meetings, promoting a non-judgmental and supportive environment.
* The policy ensures confidentiality in discussions about mental health, with designated contacts such as Mental Health First Aiders and Mental Health First Responders. It also outlines circumstances under which external intervention might be necessary.
* EHC supports the creation of personal wellness action plans for proactive management of employee wellbeing and mental health, tailored to individual needs.
* Employees have access to the BHSF Connect Employee Assistance Programme for additional advice and counselling. We are committed to the health and wellbeing of our employees, as seen by our flexible working policy. In addition, our employees can take advantage of an Employee Assistance Programme that comes with a specialised wellbeing app. This app provides a number of benefits, such gym memberships, fitness discounts, and access to private GP services, all of which enhance our employees' general wellbeing. Although this primarily supports our team, we think that a contented and healthy staff is better able to assist our customers and the larger community, which strengthens our dedication to health and wellbeing.
* Our consistent donations to charities, some of which focus on mental health and wellbeing, demonstrate our dedication to community health. By supporting charities like MIND, we actively promote mental health awareness and resources.
* The policy emphasises the consideration of reasonable adjustments to enable employees to continue their roles comfortably, with regular reviews to ensure effectiveness.
* EHC has procedures for managing absences due to mental health, including regular communication during absence and a return-to-work plan.
* Wellness Action Plan (WAP) is provided for employees to communicate their needs and triggers regarding mental health, helping managers and the organisation to better support them.

**Inclusive Practices**

EHC is dedicated to making reasonable adjustments in recruitment and employment to support disabled individuals. We focus on ensuring fairness in recruitment, workspace accommodations, training, facility access, and absence management.

**Inclusive and Accessible Recruitment**

Our commitment to diversity and equity is clear in our recruitment. Job postings highlight this commitment. We strive to make our recruitment accessible, offering adjustments for candidates with disabilities to ensure fairness.

**Development**

We are proactive in adapting employment practices for disabled employees, including promotion and training. We encourage open dialogue to understand and meet their needs effectively.

**Retention Practices**

We maintain open communication to manage long-term conditions and collaborate with employees to identify necessary workplace adjustments. EHC responds positively to adjustment requests, ensuring no negative repercussions for employees.

1. **Method Statement and Commitments in Health and Wellbeing for this contract**

* As a team of 18 individuals and 90+ associates, EHC is committing to further solidify its practices with the implementation of the six standards outlined in the Mental Health at Work commitment.
* We will initiate a Mental Health Awareness Campaign, coupled with Initial Training Sessions, to actively promote mental health as a priority in our workplace. By cultivating an environment of openness and education, these initiatives aim to reduce the stigma surrounding mental health issues.
* We will implement a comprehensive Wellness Plan, establishing baseline metrics as part of our commitment to achieving positive mental health outcomes. This initiative is in line with our goal to ensure that our work design and organisational culture actively contribute to the wellbeing of our employees. By setting these baseline metrics, we are also upholding the standard of consistently monitoring and assessing the mental health and wellbeing of our workforce.
* We will actively review and update our Wellness Plan in response to the initial feedback received, utilising data received. This is so we can improve how we manage mental health in the workplace.
* We will compile and publish a comprehensive report detailing our progress and planned adjustments for the upcoming year.
* We will report on health and wellbeing in accordance with the Voluntary Reporting Framework, ensuring transparency and accountability. This report will provide stakeholders with transparency on our ongoing commitment to promoting health and wellbeing within our organisation
* EHC will provide advanced training programmes for both managers and employees. These sessions will delve deeper into mental health topics, offering certification in mental health first aid and specialised workshops. These sessions will cover key areas such as stress, anxiety, and depression management, equipping our team with the skills to effectively address these common workplace issues.
* EHC will conduct regular feedback surveys to assess and enhance our recruitment, development, and retention strategies, with a specific focus on incorporating mental health and wellbeing practices.

**Methods and tools for measuring staff engagement and identified issues:**

Our approach to enhancing employee engagement involves analysing data from surveys, meetings, and feedback to identify key areas for improvement. We collaborate with stakeholders to create targeted action plans and communicate these to employees. Implementation is strategic and phased, with ongoing monitoring through surveys and KPIs. Employee feedback is sought for relevant adjustments. We celebrate successes to boost morale and highlight these in bi-monthly All-Hands meetings, ensuring an iterative process of improvement.

1. **Timed Action Plan and Metrics**

Please see below a timed project plan and process, including identified metrics and the processes we will use to monitor, measure and report on delivery.

We will implement these measures over a 15-month period, setting specific targets for year one. These will be reviewed annually, with the aim to exceed these benchmarks progressively, adapting our approach as needed for continuous improvement, especially considering the framework will be operating for four years.

[Please see next page]

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| **Commitments** | **Action** | **Reporting Metrics** | **Stakeholders and Beneficiaries** | **Reporting** | **Timeline** |
| Ensuring EHC supply chain support health and wellbeing | We will audit our supply chain to enable year on year improvement | Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees. | Employees within the Supply Chain  EHC Employees Suppliers and Contractors  Local Communities  EHC Customers | Annual report. | Q4 2024 |
| Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the Mental Health at Work commitment. |
| Number of companies in the supply chain under the contract to have implemented the 6 standards in the Mental Health at Work commitment. |
| Percentage of all companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in Thriving at Work. |
| Number of companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in Thriving at Work. |

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| **Commitments** | **Action** | **Reporting Metrics** | **Stakeholders and Beneficiaries** | **Reporting** | **Timeline** |
| EHC commits to improving mental health at work | Implementation of six standards outlined in the Mental Health at Work commitment. | Employee participation rate in mental health programs and activities. | Employees and Associates | Annual training and awareness report. | Q4 2024 |
| Launch of the Mental Health Awareness Campaign and Initial Training Sessions. | Number of sessions held Attendance rate | Q1 2024 |
| Implementation of a Wellness Plan with Baseline Metrics Established. | Number of wellness plans executed  Employee satisfaction rate | Q2 2024 |
| Review and Adjust the Wellness Plan Based on Initial Feedback. | Number of feedback sessions  Improvements made | Q3 2024 |
| Comprehensive Report on Progress and Adjustments for the Next Year. | Improvements documented | Q4 2024 |
| Reporting on health and wellbeing in line with the Voluntary Reporting Framework. | Report published |
| Advanced Training Programs: EHC will commit to offer in-depth training for managers and employees on mental health issues. | Number of sessions held | Q1 2025 |

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| **Commitments** | **Action** | **Reporting Metrics** | **Stakeholders and Beneficiaries** | **Reporting** | **Timeline** |
| EHC commits to surveying feedback for improving recruitment and integrating mental health practices. | Conduct a feedback survey to evaluate and improve our recruitment, development, and retention strategies, emphasising the integration of mental health and wellbeing practices. | Employee satisfaction rate    Improvements documented | EHC Employees Associates, Customers | Quarterly | Q3 2024 |

1. **Going Further**

**Monitoring, Reporting, and Transparency**

To guarantee the integrity and impact of our social value efforts, we are collaborating with Loop (<https://loop.org.uk/>), a leader in social value assessment and optimisation. Loop's expertise enhances our ability to measure and enhance our societal contributions effectively, ensuring our actions are not only implemented but also yield meaningful benefits to the communities we engage with. Loop was created by a team of social value economists using a Social Cost-Benefit Analysis (CBA) approach and aligned with HM Treasury Green Book guidance. Please see supporting documentation, ‘***SD17 National Social Value Standard – Guide***' which is the framework EHC use to measure Social Value.

**Social Value in call off contracts**

Contract-specific commitments will be proposed during the competitive bidding phase, guided by an estimation using metrics aligned with the Social Value Model or other framework used by the customer. This estimation process will incorporate factors like social and local economic impacts. As the project progresses and a detailed statement of work is established, we will refine our estimates of the potential social value opportunities. These will be agreed upon as part of the service management process, where we will outline how we plan to keep the client informed about our progress in meeting these social value objectives.