

MENTAL HEALTH ACTION PLAN 2010-2013

NO	ACTION	<u>IMPACT (I)</u> <u>TARGET</u> <u>DATE</u>	COMMENTS / NOTATIONS	REVIEWED TARGET DATE
<p>Notation for work completed in 2009 - The Mental Health Sub Group (MHSG) was formed in January 2009 and the work completed in 2009 was in addition to the existing 3 Year Disability Action Plan. Since the first years work is to date unreported the first part of the action plan covers what has been achieved to date – the rest of the action plan is for work to be done in 2010-2013</p>				
MH1	SETTING UP THE GROUP AND LIAISING WITH DAG			
	Mental Health Sub Group	Jan 2009	HR - Set up a MHSG with a core of committed volunteers	completed
	MHSG Terms of Reference	Jan 2009	HR - Draw up remit and Terms of Reference for the Group	completed
	Appoint a Chair	Jan 2009	HR - Chair is appointed and has a role profile	completed
	Regular group Meetings	Jan 2009	HR - Quarterly and ad-hoc meetings as required.	completed
MH2	SECURING INFORMATION, EXPERTISE AND SUPPORT FOR THE GROUP			
	Secure external expertise	Jan 2009	HR – Secured support /expertise for SHIFT as required	Completed
	- support from HR Wellbeing and CSR leads	March 09 ongoing	HR - HR representative from HR Wellbeing and CSR joined the group and the Chair is on the CSR team	Completed Ongoing
	- support from Employee Assistance programme (internal)	June 09 ongoing	HR – EAP CIC joined the meeting on June 18 and provided information about their services and how they could support the group – relationship to be developed	Completed Ongoing need
	- support from Employers Forum on Disability (external)	Jan 2009 ongoing	HR - The BL has been a member of the EFD since 2006 and already has access to support, advice , information etc	Completed Ongoing
MH3	Uplift legal / best practice knowledge of Mental Health	March 2009	HR - HR attended EFD legal updates on MH, awareness, reasonable adjustments etc -shared with the Group	ongoing need
MH4	Support link via shared drive folder for the group And secure support	June 2009 ongoing	HR - set up on the DAG folder with public and private access re DAG and MHSG members as appropriate	Completed ongoing use

FORMAL AND GROUP RESEARCH				
MH5	Commission in house research to inform the group	Jan 2009	Chair - defined remit and commissioned research from the in house BL research section on Mental Health	Completed June 2009
MH6	Discuss the content and outcomes of the in house research report	Sept 2009	All members - consider the discuss the value and application of these for the Library with a view to adding to the MH action plan 2010 onwards	WIP
MH7	Look at current external projects and initiatives for employers	Jan 2009 and on going	All members - e.g. SHIFT, Mindful Employers, Living Library, Working Minds – discuss the value and application of these for the Library with a view to adding to the MH action plan 2010 onwards	WIP
POLICY AND GUIDANCE 2010 to 2013				
MH8	Continue to prepare, draft and deliver mental health policy which includes looking at the provision of an advance statement form as part of a mental health policy / disability in general – also management guidance	Year 1 – ongoing	HR – inclusion on plan from 2010 but work in progress –e.g. line management issues when dealing with an employee who may be experiencing mental health issues and how to support employees whose partners or relatives may be experiencing mental health issues etc - (Advance statement is where an employee makes a written statement of their mental health situation, describes how they behave when things are going badly and indicates advance warning signs to assist line managers to recognise the onset of mental health vulnerability)	WIP
MH9	Look at other policies where Mental Health may need to be considered e.g. Abuse at Work Policy, Domestic Abuse Policy etc	Year 1 - ongoing	HR – Front Line Services - inclusion on plan from 2010 but work in progress – e.g. policies with aspects dealing with mental health service users and other users whose behaviour may be threatening to Library staff,	WIP
MH10	Investigate schemes / initiatives that offer support for policy / practice and would raise profile and expertise e.g. the Mindful Employer Charter Scheme	Year 1 - ongoing	HR - inclusion on plan from 2010 but work in progress	WIP
FUNDING AND RESOURCES				
MH11	Establish the need for additional resources to support the MHSG work	Year 1 ongoing	ALL Determine if any funding will be needed for projects or to secure help in embedding MH awareness. <i>Action groups are not funded and rely on</i>	

			<i>directorate support/ contribution</i>	
MH12	Establish budget to support access to work needs	Year 1 ongoing	Directorates/Heads of Departments to review their diversity / disability funding for 2010 (2011and 2012) around tighter general funding	
	PARTNERING			
MH13	Build stronger networks to enable greater insight into national and local initiatives	Year 1 and ongoing	All MHSG members to continue to keep abreast of national initiatives and support disability events	
	TRAINING, AWARENESS, SUPPORT AND DATA			
MH14	Review / evaluate the training, awareness and guidance needs e.g. for managers / front line staff. Prioritise this mindful of need and funding available	Year 1 ongoing	HR and Front Line Services / Directorates – e.g. to raise awareness / guidance in terms of having a sufficient level of understanding, knowledge and resources and appropriate support.	
MH15	Assess what MH information can be captured and the level of data available – including looking at issues and possible solutions around declaration of mental health issues – link this to M8 and M9 when reviewing policy and approach	Year 1 and ongoing	HR Mindful of low level data sources and confidentiality to look at how or when we can progressively collect data on mental health where possible for Executive, management and equality information –	
MH16	Better understanding of Employee Assistance Programme provision by MHSG and across the Library	Year 1 and ongoing	HR Well being – e.g. what is offered , that this can support employees who are supporting relatives with MH issues - consider ongoing promotion in Shelf Life / Diversity Newsletter	
MH17	Look to secure private space in which to talk confidentially to a distressed member of staff	Year 1 and ongoing	Directorates – Estates - good management practice	
MH18	Ensure adequate face to face staff meetings; team brief / other team meetings - less reliance on electronic communications.	Year 1 and ongoing	HR – Directorates - to assist all employees and especially those with mental health issues by good management practice	
MH19	Look at the potential of mental health first aid expertise in terms of mental health first-aiders for	Year 1 and ongoing	IRM e.g. evaluate the value of training selected managers or experts. Once trained, they become a resource to other managers or employees who may	

	service users or raising expertise of existing first aiders to encompass mental health for employees and service users.		want to raise a concern plus for handling service user issues which may also impact on employees	
INTERNAL AND EXTERNAL COMMUNICATION AND PR TO RAISE PROFILE AND ACCESS				
MH20	Internal – Comms – e.g. newsletters, intranet news items posters etc	Year 1 and ongoing	MHSG and COMMS e.g. - Ensure newsletters include MH areas / progress, and aim to improve workforce knowledge of / commitment to recognition of MH concerns	
MH21	Customer services Monitor and act on Service feedback with regards to access to Library services and events	Year 1 and ongoing	Health & Safety / Estates/ Customer Services/SMC Events - comment and complaint mechanism for disabled service users and access surveys etc	
MH22	Events and Exhibitions mindful of engagement re: mental health and disabled audiences	Year 1 and ongoing	BIPC and SMC Engagement in mental health issues – e.g. - Identify /hold events for disabled visitors - Actively engage disabled audiences - Have targets - Key service delivery partners - Engaging with disabled celebrity contacts to promote / support BL	
MH23	Share experience / knowledge from an internal & external perspective with other organisations	Year 1 and ongoing	MHSG /DAG /HR and directorates – as this is a new area for organisations, at this point aim to capture information / share these areas where possible – Look for ways to benchmark or ensure on a par with others.	
MH24	Support for MH impaired readers & visitors to welcome & educate remote/ non remote MH disabled service users to the BL advising how best to access services/ products	Year 1 and ongoing	Service improvement and Front Line Services - Disability Action Group: Cross directive initiative Increase information about access to products and services and training to better understand needs, assist etc	
Collection Development and Access				
MH25	Promote the intake of legal deposit material related to mental health issues in relation to the sound archive – oral history etc	Year 1 and ongoing	Library's Legal Deposit Advisory Panel – British Collections	
Corporate Procurement				
MH26	Include MH issues in corporate procurement policies / practice	Year 1 and	CPU	

	and uplift awareness of mental health in the department	ongoing		
MH27	Review systems to ensure that selection of providers identify those who support requirements and that they meet expectations	Year 1 and ongoing	CPU	