

**HSE Stress Survey – April 2018**  
**MBC Action Plan**

Area	Actions	Responsibility	Timescale
Work load	Identify and train a representative from the customer facing teams to act as 'supervision support' for their teams.	Manager/L&D	By Dec 2019
Work load	Continue with resilience/stress offer. <ul style="list-style-type: none"> <li>All managers to attend manager resilience training</li> <li>Identify and train Mental Health First Aiders including Time to Change champions</li> <li>Promotion of EAP service</li> <li>Create a Wellbeing site which clearly sign posts all the available support for staff through the council</li> </ul>	HR/L&D	2018/2019 year
Workload	Managers to obtain better understanding of broader impacts of high workloads and excessive work hours across different groups of staff. Promote opportunities that are available to support work-life balance.	Manager/HR	Throughout 2018/2019
Change	All managers that are implementing change must meet a HR Officer to go through the Change Toolkit and develop an action plan. This should include how they will support the staff through the change as part of the action plan.	Manager/HOS	Ongoing
Change	Managers should include in their action plans how they will support and develop their teams post implementation e.g. new skills/team building.	Manager	Ongoing
Change	Managers to plan early on the change they are planning to take forward to allow informal consultation to take place before formal consultation commences.	Manager	Ongoing
Respect	Team talk on how to challenge unacceptable language within the workplace including how to report any harassment/bullying issues.	L&D/HR	Sept/Oct 2018
Respect	Encourage group leaders to have an understanding of what is reasonable behaviour under the Officer and Member code and to discuss the role of Officers and elected Members.	CE	Sept 2018
Respect	Managers to discuss with HOS/Director if they feel or a member of staff feels that a Councilor has acted outside the Code of Conduct. Directors should follow this up as appropriate.	CEO/Director/HOS	Ongoing
Overall	Team talk to communicate corporate action plan and identify actions at team level.	L&D	June/July 2018