

National Grid – Case Study

Its Time to Change..... isn't it?



Andy Buxton – Health and Wellbeing Manager

Don't ignore the elephant in the room
Working well at National Grid

We manage, develop and maintain assets

- **Unreliable**
- **Subject to breakdown**
- **Works intermittently**
- **Cost the UK £105 B/year - unplanned costs**
- **Not available at peak times**
- **Not focussed on primary function**
- **Can't predict outage**
- **Impacts upon other assets performance**
- **May completely fail just when you need it most**



Mental Wellbeing

- 1 in 4 adults experience at least 1 diagnosable mental health condition each year
- 1 in 10 children aged 5 – 16
- 1 in 5 mothers during pregnancy or in year after childbirth
- People with prolonged mental illness's have reduced life expectancy of between 15 to 20 years
- Rising suicide – 4,882 in 2014 – more than twice those killed on the roads
- Most marked rise amongst middle aged men



National Grid's Journey



Physical wellbeing programmes



2012 – 2014 Mental Wellbeing



Headlines from 2015 Survey

National Grid UK

	2015	2014	2013	Change
Management Standards	74	70	68	+6
Wellbeing Index	83	81	80	+3
Knowledge of H&W Programmes	58	50	47	+11



Signing “Time to Change” Pledge.



Mental Wellbeing



Our Ambition

- Address the stigma and discrimination associated with mental health
- Improve line manager capability and confidence
- Improve mental health 'literacy' across National Grid
- Embed mental wellbeing into HR policy and practice
- Provide an on going platform of support and material to sustain awareness and capability beyond the programme
- Recognised as a champion by MIND and Business In The Community

Progress 2015



- Signed the Pledge – Dec 2014
- Time to Talk Feb 5th – 2015 – 500 plus pledges
- Mental Health Awareness Week – May 14 -19th 2015
- World Mental Health Day – 10th October
- Time to Talk Feb 4th 2016



Personal Stories Shared 23



World Mental Health Day - 10th Oct



[Link To WMHD](#)

- **5 Day** – Engaged embedded comms teams
- **Monday**
Training for personal ‘Resilience’ and ‘Mental Health First Aid’, accessed through our Academy Learning Directory
- **Tuesday**
Employee Assistance confidential 24/7 helpline – 0845 094 8107 (option 2) – for issues including relationship and emotional support, debt and legal advice, lifestyle coaching, workplace mediation and even career advice
- **Wednesday**
Company policies – our legal obligations and policies for assessing and managing stress, providing ‘reasonable adjustments’ to working patterns and environments, and ‘work-life balance’.
- **Thursday**
Assistance for managers – help line, guides and a process to follow when supporting team members with their mental health
- **Friday**
The ‘Five Ways To Wellbeing’ – a broad approach to keeping your personal physical and mental wellbeing in a positive place



Time to Change – Feb 4th 2016

- Business in the Community – Champion Organisation
- Time to Change – Alumni Company
- National Report – Transforming the role of line managers.....
- National Grid – asking leaders to :
 - have conversations around mental wellbeing, and
 - to sign the Time to Change pledge



Commitment from our Leaders

Support is available to help managers start a conversation.

"I'm going to take time to talk to my staff about mental health."
Sara Smith, Head of HR Operational Services

Make mental health conversations part of your management routine.

"Staff wellbeing is important - so I've taken time to do my mental health training."
Suea O'Brien, Director of Business Services

Your manager has a responsibility to consider your mental health.

"The changes we currently face will impact on our mental health and wellbeing - I'm encouraging my leadership team to take time to talk to people."
Steve Day, Director, Infrastructure

There's information on the Safety, Sustainability and Resilience Health & Wellbeing infonet pages.

"I've encouraged my managers to take time to talk and to visit the online support portal."
David Wright, Director, Strategy, Transformation, Project Management

Did you know you can get support by calling 0845 094 8107?

We should all take time to talk about mental health.

"It's time for us all to talk."

"I don't want anyone to feel they can't have a mental health conversation."
Louise Pennington, HR HR Director

What's Next ...

- main areas of focus :
 - Managers / leaders capability
 - Supporting through change
 - HR Policy reviews



<https://www.youtube.com/watch?v=UWqDDacUcg4>



ENA – Occupational Health Committee



- Review and reassessment of the top three risks that could impact the health of their employees
- Share best practice on health surveillance and fitness to work assessments
- Review their approach to managing mental ill health
- Identify, collate and publish examples of successful member company case studies
- Deliver a program of events, training and health promotion activities

