

Manchester Health and Wellbeing Baseline Assessment Evaluation Case Study

Overview

Aspire and PACE were commissioned by Manchester Health and Wellbeing Board (HWBB) to take a transparent look at health and wellbeing in member organisations work places. The project was funded through the Department for Communities and Local Government Transformation Challenge Award fund.

Approach

The Health and Wellbeing Baseline Assessment (HWBBA) project began in May 2016 and concluded July 2017 with the production of several outputs including:

- Workplace Health and Wellbeing Assessment Framework (including mental health and disability)
- Individual baseline assessment site reports for organisations participating in the project
- Manchester City wide report to include: analysis, findings, collective strengths and 6 high impact recommendations
- Case studies of good practice draw from literature and the participating organisations

The following organisations participated in the project.

- Manchester City Council (MCC)
- NHS North, Central and South Clinical Commissioning Groups
- University Hospital of South Manchester NHS Foundation Trust (UHSM)
- Central Manchester University Hospitals NHS Foundation Trust (CMFT)
- Pennine Acute Hospitals NHS Trust (PAT)
- Greater Manchester West Mental Health NHS Foundation Trust (GMW)
- Back on Track (BonT) – a charity providing education and work experience to disadvantaged people.

Assessment Framework

Aspire and PACE worked with each participating organisation to undertake the baseline self-assessment against a bespoke Health and Wellbeing Framework. This explored 4 domains:

- Good health for all
- Leadership
- Culture
- Mental health and disability

In each of these areas, the self-assessment looked at good practice, innovation and gaps against specific criteria.

We also collected HWB outcome data from each site

- Days lost to sickness absence
- Average cost of sickness absence
- Top 3 reasons for sickness absence
- Sickness presence
- Staff engagement
- Cost of temporary staffing

At the end of the self-assessment process each site had a detailed report and action plan.

Evaluation

- We held 30 minute telephone calls with the HWB leads from each site between August and September 2017 (approx. 3 months after they received their site reports).
- We used Kirkpatrick's four levels of evaluation to generate questions for the HWB leads
- Reaction – benefits and satisfaction with the consultancy process and self assessment tool
- Learning – what did your organisation learn about its approach to HWB (specifically also in relation to mental health and disability)
- Behaviour – what have you done as a result of the baseline assessment report
- Impact – what has been the impact of your actions

Manchester Health and Wellbeing Baseline Assessment Evaluation Case Study

Core themes

Reaction

- 1) The process helped create capacity to focus on HWB
- 2) Its good to have everything about HWB in one place
- 3) The process gave re-assurance that we were focussing on the right things
- 4) The self assessment framework gave us a structure to work with

Learning

- 5) We realised that HWB needs dedicated time and resource
- 6) We realised that we need a HWB strategy and time to embed
- 7) We learned from focusing on HWB outcomes

Behaviour

- 8) The process enabled us to develop strategy and make a business case
- 9) The process helped us prioritise what we needed to do for CQUIN
- 10) It helped us broaden what we were doing around mental health and disability
- 11) It helped us collect and use HWB data
- 12) We can see synergy across organisations (by combining site reports)
- 13) It helped us promote HWB
- 14) It helped us get a HWB lead and champion at Board level
- 15) It helped us make practical changes

Next steps

Aspire and PACE will continue to track progress with each site to explore the impact that undertaking the baseline assessment has had.

Testimonials

“Manchester City Health and Wellbeing Baseline Assessment we aimed to create a report that would help the public sector organisations

understand the impact they were having on their own employees, identify good practise across the city and to build a shared vision for the city on health & wellbeing. We were fortunate to commission the PACE/Aspire team to work with us to deliver the baseline assessment. The team from the start shared the vision for the city and understood clearly what we needed to collectively achieve to have the impact it needed. The high standard of the report that went to the Health and Wellbeing Board enabled us to come back together with a clear mandate and that was powerful, it got health and wellbeing clearly on the agenda. I would like to endorse your supportive and informed approach. You have built health and wellbeing principles into the process, you took a gentle and informed approach, it felt like a very supporting and incentivising process. We now have a shared way forward and have developed a strong partnership through the approach taken”

Mags Bradbury, Associate Director of Inclusion and Community, Central Manchester University Hospital Trust ((Manchester University NHS Foundation Trust)

“Aspire and PACE were a great team of experienced Health and Wellbeing professionals, full of determination and passion. Their combined backgrounds, expertise and knowledge of the system meant that they were able to flex their approach, accommodate competing priorities and supported us as a Steering Group to keep a focus on the objectives of the project and remain on track. The process allowed us to review and share good practice across Manchester as a health and care system and for the first time collectively have a specific focus on mental health.

The final report with recommendations was of a very high standard, which meant that it was a credible and powerful report that provided a sense of direction in a system that was undergoing a significant amount of change. The site reports also provide a rich source of data that can be used as organisations are coming together under new structures – learning from

Manchester Health and Wellbeing Baseline Assessment Evaluation Case Study

what we do well as well as understanding where we need to focus more effort. I would like to endorse your supportive approach. As a system, we have a wealth of experience, some good interventions and approaches. We still have work to do and this gives us an excellent baseline on which to build our collective response to support our people to be healthy, well and in work."

Zara Pain Deputy Director of Human Resources, University Hospitals South Manchester (Manchester University NHS Foundation Trust)

Contact us

@HWBInspiration
@Aspirepod
@sufowlerjohnson

www.pace-coach.com
www.aspirepod.com

HWBInspiration@outlook.com