

Your Health and Wellbeing Staff Handbook

April 2023



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About your health and wellbeing handbook

This handbook is aligned to the priorities set out in our [Staff Health and Wellbeing Strategy 21-24](#), and our commitment to support the health and wellbeing of all staff. It brings together a wealth of information, resources and recommended pathways to support you.

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Supporting a healthy lifestyle

Employee Assistance Programme

Our Employee Assistance Programme (EAP) delivered by **PAM Assist** is available 24/7 for free, confidential, independent advice and support on any issue that matters to you and your family.

- Freephone 0800 247 1100
- Webchat: pam-assist.co.uk
- Email: counsellingteam@pamassist.co.uk / info@pamwellbeing.co.uk
- Website: www.pam-assist.co.uk (click on Activate ORG Code, and enter GCC, then create your own login and password)
- iPAM Wellbeing App available from Appstore or Google Play - step by step guide: <http://connect.glasgow.gov.uk/article/27444/Additional-Resources>
- PAM Assist connect page: <http://connect.glasgow.gov.uk/article/27365/Employee-Assistance-Programme>
- PAM Assist Guidance for managers: <http://connect.glasgow.gov.uk/article/27443/Guidance-for-Managers>

Occupational Health Service

Our Occupational Health Service (OHS), provided by **PAM Group**, supports attendance management and helps employees to stay in work or return to work at an early stage. They also carry out health surveillance to protect employees exposed to workplace hazards.

They have a range of practitioners including occupational health physicians, occupational health nurses, occupational health technicians, physiotherapists and chiropractors.

Management and Service Human Resource teams are responsible for making occupational health referrals in line with the Manager's Guide to Occupational Health and Guidance on making an Occupational Health Referral using OHIO.

Speak to your line manager if you are concerned about your health at work.

Physical wellbeing - exercise

As well as keeping you physically fit, being active can help to enhance your mood and wellbeing by reducing stress, anxiety and increasing energy levels.

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Our support for you:

- Glasgow Club - discounted membership available to all GCC staff here: <https://www.glasgowlife.info/gccstaff>
- The [Connect cycling page](#) has information on various schemes, clubs and training options in place to help you get into cycling

Other sources of information and support:

- [NHS Fitness Studio](#) - wide range of free online classes.
- [Couch to 5k](#) - free running programme for beginners.
- [Live Well - 10 Minute Workouts](#) - quick sessions if you're short on time.
- [Home based exercises](#) - from Paths for All

Physical wellbeing - eat well

Eating a healthy balanced diet helps us stay at a healthy weight and reduces the risks of developing illness.

Our support for you:

- Learn with GOLD - try the [Healthy Living](#) course or the [Everyday Energy](#) course to find out more about healthy eating.

Remember you can access GOLD from home by typing in 'glasgow online learning development' into your search engine and following the link to GOLD.

Other sources of information and support:

- [Food and nutrition guidance](#) on the NHS Inform website.
- [Eatwell Guide](#) to help you stay at a healthy weight and lower your risk of getting ill.
- [Healthy Eating Tutorial](#) from Food Standards in collaboration with NHS Scotland.
- [Healthy Eating Information](#) on the Food Standards Scotland website

Physical wellbeing - sleep well

Getting a good sleep is crucial for feeling mentally and physically healthy. We all feel better after a good sleep. If you're struggling to get a good sleep, the following resources may help you:

Our support for you:

Our Employee Assistance Provider PAM Assist is available 24/7 for free, confidential, independent advice and support on any issue that matters to you and your family.

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Other sources of information and support:

- **Sleepio** - digital programme to help improve poor sleep from your laptop or desktop pc. Sign up here: <https://onboarding.sleepio.com/sleepio/nhsinform/333>
- **SilverCloud 'Space for Sleep'** free Cognitive Behavioural Therapy-based course to help you to improve sleep. Sign up using your email address and enter NHS24 as the access code: <https://wellbeing.silvercloudhealth.com/signup/>
- [How to sleep better - Mental Health Foundation guidance](#)
- [Bedtime Meditation - free from the NHS Fitness Studio](#)
- [Trouble sleeping? - NHS Self-help booklet](#)
- [Better sleep self-help and relaxation self-help - Wellbeing Glasgow](#)

Mental wellbeing

Our official partnership with See Me demonstrates our good practice approach to promoting and supporting employee mental health at work and in tackling stigma so that people can talk about how they are feeling and seek help at an early stage if they need it.

Our support for you:

If you're concerned about your mental wellbeing, then it's important to talk to someone at an early stage. Speak to your manager who can make sure you have access to the appropriate support. Our Employee Assistance Programme (EAP) PAM Assist is also available 24/7 for free, confidential, independent advice and support on any issue.

Other sources of information and support:

- [Talk to your GP](#) if you are concerned about your mental wellbeing.
- **NHS 24 Mental Health Hub - 111** (free 24/7).
- **Samaritans - 116 123** (free 24/7) if it would help you to talk with someone or find out other ways of getting in touch.
- **Breathing Space** - 0800 83 85 87 (free 24 hrs at weekends, 6pm to 2am weekdays).
- **Text "SHOUT"** to 85258, free 24/7 text messaging support service if you're struggling.
- **Life Link** - 1-1 counselling, group support, workshops and courses for adults and young people to support mental health and wellbeing. Contact: 0141 552 4434 or visit www.lifelink.org.uk
- **Able Futures**, the Access to Work **mental health support service**, provides 9 months free work-focused professional mental health support to staff who have mental health issues that impact their work. Find out more: <https://able-futures.co.uk/mental-health-support>

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- **SilverCloud 'Space from Resilience'** free Cognitive Behavioural Therapy-based course to help you build resilience. Sign up using your email address and enter NHS24 as the access code: <https://wellbeing.silvercloudhealth.com/signup/>
- **NHS Education for Scotland (NES)** free learning resources: [Taking care of myself](#) - guidance, personal wellbeing plan, and other self-care resources and support. [Taking care of others](#) - including free access to online training **psychological first aid** through the TURAS Learn resource.
- **Action for Happiness** - 10 keys to a happier life - free online coaching programme for challenging times - <https://10daysofhappiness.org/> or [try their free app](#)
- **See Me** have a [free e-learning programme](#) for employees and managers to learn how mental health stigma impacts people in work, and about mentally healthy work practices. See the ['Power of okay' campaign](#) for short videos illustrating the importance of opening up and talking about mental health in the workplace.
- **SAMH [Mental Health Hub](#)** has practical advice for looking after your mental health during the pandemic. Use their [Wellbeing Assessment Tool](#), to assess your wellbeing with a Warwick-Edinburgh Mental Well-being Scale (WEMWBS), See the [5 ways to better wellbeing leaflet](#) for ideas on improving your wellbeing.
- **SAMH [Time for You](#)** service offers free wellbeing coaching and talking therapy for anyone experiencing symptoms that affect their daily life
- **MIND [Wellness Action Plans](#)** are an easy, practical way of helping you to support your own mental health at work, and if you are a manager, helping to support your team.
- **Glasgow Wellbeing [mental health self-help resources](#).**
- **Mind to Mind** - Government led, lived-experience based [online mental health resource](#)
- **National Wellbeing Hub** - [support for health and social care workers](#) but offers lots of practical advice and support useful to anyone.

Social wellbeing

Strong work relationships, opportunities for social connection, sense of purpose and feeling connected in the workplace and to the organisation are essential for job satisfaction, happiness and overall wellbeing at work.

Our support for you:

- www.glasgow.gov.uk/staffupdates is home to the latest staff news, information and support
- We have a number of [Employee Equality Peer Support Network Groups](#) led by employees to help connect people within the workplace and contribute to the Council's equality and diversity work.

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Supporting a fair and sustainable city where everyone gets to contribute and all can benefit from a flourishing Glasgow

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- Your Health and Wellbeing Connect pages - host a range of information and resources to help you support your wellbeing including latest wellbeing events and activities you can get involved in.
- Mediation service - support to informally, quickly and effectively resolve conflict at work.
- Our guidance on Having a difficult conversation, and Working well together - resolving conflict help to foster positive working relationships and early resolution of conflict.
- Volunteering arrangements provide an opportunity to develop essential skills, connect with others and learn more about the city we all work for.
- Inclusion Calendar - related awareness campaigns and events we support and promote, including how to get involved.

Other sources of information and support:

- **Spark Relationship Helpline: 0808 802 2088** (open Mon-Thu 9am-9pm, Fri 9am-4pm) - free support line providing a safe and confidential space for couples and individuals. See the Spark website.
- **Glasgow Wellbeing** controlling your temper self-help resources, Relationships and mental health self-help resources, Social anxiety self-help resources.
- **Mind** - advice and guidance on overcoming loneliness on the Mind Website.

Financial wellbeing

Financial Wellbeing is about feeling secure and in control - knowing that you can pay the bills, can deal with the unexpected, and are on track for a healthy financial future.

Our support for you:

- Glasgow City Council current pay and benefits information.
- See the latest updates on the progress of Job Evaluation exercise, including frequently asked questions.
- Are you worried about money? Staff help sheet - list of recommended Government pathways to free, impartial and confidential money advice and help.
- Our Employee Handbook provides an overview of the extensive benefits and financial support available to you, including access to the Local Government Pension Scheme, discounted parking, Staff offers and discounts.
- Our Employee Assistance Provider PAM Assist is available 24/7 for free, confidential, independent advice and support

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Other sources of information and support:

- **Money Advice Scotland** offer online [Financial wellbeing webinars on a range of financial topics](#).
- **Citizens Advice Scotland** have an online [budget planning tool](#) you can use.
- **Step Change** provide free debt advice at www.stepchange.org
- **Money Helper** - free advice and support on your money and pensions at moneyhelper.org.uk

Maintaining a healthy work environment

Health and Safety

Our working environment can play a big part in our health and wellbeing. We have supportive policies and procedures in place that help to protect and promote the health, safety and wellbeing of all our staff.

Our support for you:

- We are fully committed to improving the health and safety of staff and in ensuring that risks from work activities are properly controlled in line with our [Health and Safety Policy](#). See the [Council Health and Safety Connect pages](#) for more information.
- See our [Staff Updates Webpage](#) for health and safety information during Covid
- Our [Interim homeworking guidance](#) sets out our approach, responsibilities and expectations for homeworking during the Covid-19 pandemic, and should be used in conjunction with the Council's health and safety guidance on homeworking including the [Interim homeworking DSE assessment](#).
- People Asset Management (PAM), our [Occupational Health Provider](#), supports the Council in keeping our employees healthy and safe whilst in work, managing any risks in the workplace that are likely to give rise to work-related ill health, and in assisting recovery and safe return to work in line with our [Maximising Attendance Policy](#).
- PAM Assist, our [Employee Assistance Provider](#), is available 24/7 for free, confidential, independent advice and support on any issue that matters to you

Health awareness and promotion

We are committed to creating a culture of wellbeing - ensuring that employees have unlimited access to the right information as well as the tools and resources they need to look after their wellbeing inside and outside work.

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Our support for you:

- Employee health, safety and wellbeing is at the heart of the development of all our supportive employment policies, procedures and guidance.
- Our Staff Health and Wellbeing Strategy outlines our three-yearly approach to improving staff health and wellbeing in line with Healthy Working Lives Framework.
- Healthy Working Lives online and face to face workplace health and wellbeing training.
- Our staff health survey is conducted every three years to gain employee feedback and views which helps inform our health and wellbeing plans.
- The latest wellbeing news and information is communicated to staff in the dedicated Health and Wellbeing area <https://www.glasgow.gov.uk/staffupdates>
- All key health and wellbeing information, guidance and support are available on our Connect Health and Wellbeing pages.
- Our Health and Wellbeing events pages on Connect promote the wide range of opportunities for employees to get involved in health awareness campaigns and events, training, roadshows, and wellbeing classes and activities.

Other sources of information and support:

- **Action for Happiness** - mental health and wellbeing learning events: <https://www.actionforhappiness.org/events>
- **NHS Inform** - information, advice and guidance on all illnesses and conditions, symptoms and self-help, tests and treatment, and healthy living.

Supporting attendance

An important aspect of our wellbeing strategy is to support staff with a health condition to remain in work or return to work as soon as possible following an absence.

Our support for you:

- Maximising Attendance Policy provides a **framework to support attendance** and provide assistance at an early stage.
- Our Supporting Attendance Connect pages have information, guidance and support for both you and your manager.
- **PAM**, our Occupational Health Provider supports the management of workplace risks that are likely to give rise to work-related ill health, and in assisting recovery and early return to work in line with our Maximising Attendance Policy.
- Our Employee Assistance Provider **PAM Assist** is available 24/7 for free, confidential, independent advice and support on any issue that matters to you and your family.

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- **NHS inform** website for information on a range of illnesses and health conditions.
- Access to Work Government scheme to support you with adjustments to your work environment if you have a disability or health condition.
- **Able Futures**, the Access to Work **mental health support service**, provides 9 months free work-focused professional mental health support to staff who have mental health issues that impact their work. Find out more: <https://able-futures.co.uk/mental-health-support>

Learning and development

Our employee development courses tackle a wide range of issues related to wellbeing at work, increasing awareness, knowledge and skill building in key areas of wellbeing.

Our support for you:

- Our employee development pages on Connect contain all the information you need for your development within the Council - including core development and recommended development at each level of the organisation.
- Courses are delivered in a range of styles and formats including online modules, toolkits face to face workshops, masterclasses and training sessions.
- GOLD can be accessed in the workplace and from home and courses include **Core Health and Safety, Mentally Healthy Workplace, Managing Stress, Bullying and Harassment Awareness**. To access GOLD at home, type 'glasgow online learning development' into your search engine and following the link to GOLD.
- **Building Personal Resilience toolkit** - information, tools and techniques, online and face to face training to help employees develop mental resilience – not just the ability to bounce back but also the capacity to adapt in the face of challenging circumstances whilst maintaining a stable mental wellbeing.

Work Life Balance

We are committed to meet the needs of our diverse workforce by enabling them to combine their working life with their social, health, family, caring and other responsibilities. That is why we have a range of modern flexible working options available. Flexible working, in terms of working time, location or the pattern of working, can support healthier and more productive ways of working for all staff.

Our support for you:

- Our Leave Conditions of Service, and Family friendly provisions - including our maternity/adoption, shared parental and paternity support leave and pay arrangements - are

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available to help you balance your work and home life.

- [Work life balance policy](#) - overview of work life balance and core flexible working options available to all employees including homeworking and flexible working hours.
- [Flexible working procedure](#) - flexible working options available and the process involved if you wish to apply to work flexibly.
- [Flexible Working and Work Life Balance pages](#) on Connect for information on 9-day fortnight, Career break, Buying Annual Leave and Flexible Retirement.
- Useful information and guidance on Homeworking is also available in the 'Guidance on working from home' on the [Staff Updates Page](#) on the Council website.
- See our [Health and Wellbeing events page](#) to find out about work life balance related awareness campaigns and events we support and promote.

Equality, diversity and inclusion

We support employee health and wellbeing through ensuring that all employees feel supported, valued, treated fairly and respectfully, and safe in the knowledge that they can be themselves at work without fear of discrimination, prejudice, or harassment.

Our support for you:

- [Equal Opportunities Policy](#) - ensuring that all employees and potential employees are treated fairly and with respect.
- [Employment of Disabled People Policy](#) - supporting disabled people to seek and maintain employment with us.
- [Employment equality and diversity commitments](#) - including raising awareness of equality and diversity; encouraging inclusiveness; and building a workforce that better reflects the community we serve.
- [Employee Equality Peer Support Network Groups](#) led by employees to support our equality commitments.
- [Equality and Diversity events and activities page](#) - latest news and activities.
- [Manager's guide to recruitment and disability](#) - supporting candidates during the recruitment process including consideration of reasonable adjustments and health checks in line with our [Recruitment and Selection toolkit](#).
- [Redeployment arrangements](#) - support to secure suitable employment where this is required due to organisational change or ill health.
- [Equality and Diversity mailbox](#) - for staff enquiries about corporate health and wellbeing activities going on in the Council.

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- All key equality and diversity information, guidance and support is available on our [Equality and Diversity pages](#) on Connect.
- See our [Inclusion Calendar](#) to find out about awareness campaigns and events that support and promote the health and wellbeing of diverse groups.

Specific health needs

Women's health support

Some health issues and conditions are unique to women or are more prevalent in women than in men. We have provided some information and support below:

Our support for you:

- **Family friendly provisions and support** - See our [Maternity, Adoption, leave and pay arrangements](#) and [Maternity and adoption guide](#).
- **Pregnant employees and new mothers** require a specific risk assessment of the processes or working conditions that may risk the wellbeing of a pregnant woman or new mother. Details on conducting a risk assessment for each service area can be found in the [Health and Safety Management Standards](#), and more advice, information and support is in our [Maternity and Adoption guide](#).
- The **Menopause** is a natural part of ageing that usually occurs between the ages of 45 and 55 years of age. Some women have symptoms that impact negatively on both their home and working lives. See our [Menopause in the workplace guide](#) or view the Menopause information our Workplace Health and Wellbeing [Connect page](#)
- Our **Women's Network** provides a peer support network for women to get together and discuss relevant topics, share ideas, insights and experiences. Find out more email: WomensNetwork@glasgow.gov.uk
- See our [Inclusion Calendar](#) to find out about **women's health campaigns**

Other sources of information and support:

- **NHS Inform's Women's Health Platform** sets out information on women's health at key stages of life, from puberty to later years including periods, sexual health and contraception, and women's health screening and heart health. Visit: <https://www.nhsinform.scot/healthy-living/womens-health>
- **PickupMyPeriod app** - access free period products in your local community - [IOS PickupMyPeriod app](#), [Android - PickupMyPeriod app](#)
- [Menopause Support Pack](#) - Pausitivity

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- [Support for female victims](#) of gender-based violence in Scotland.
- [CIPD Let's talk menopause guide](#)

Men's health support

Many mental health problems affect both men and women, however men may be less likely to talk about their feelings and seek help. It is thought this is one of the reasons why the suicide rate for men in the UK is 3 times that of women.

Our support for you:

- Our Maternity and Paternity Support leave and pay arrangements and guidance set out the support provided to enable employees to help the mother or adoptive parent with the care of a newborn child or a newly placed child. See our [Maternity, Adoption, Shared Parental & Paternity Support Leave/Pay Provisions](#) and our [Employee Guide to Maternity & Paternity Support Leave](#)
- [See our Inclusion Calendar](#) to find out about the Men's health campaigns and awareness days we support.

Other sources of information and support:

- **NHS Inform** have information, advice and support on: [Prostate Cancer](#), [Testicular Cancer](#) and [Mental Wellbeing](#).
- Use the online [Symptom Checker](#), developed by Scottish Government and NHS Scotland to help aid early detection of common cancers in men.
- **Movember** Website for [men's health information, advice and support](#) including: [5 things men should know - general health](#); [Prostate Cancer](#); [Testicular Cancer](#), [Mental health and suicide prevention](#).
- **Prostate Cancer UK** have a [30 second online risk checker](#) to raise awareness of the illness and to enable men to quickly check their risk of getting prostate cancer.
- **Father's network Scotland** - [supporting the mental health and wellbeing of dads](#).
- [Preparing for fatherhood](#) - guide for fathers to support them in having conversations with managers if preparing for Shared Parental Leave (SPL), or working flexibly to share childcare.
- **Brothers in Arms** - Information, tools and support for men to manage their mental wellbeing at [brothersinarmsscotland.co.uk](#). Find out about the [Brothers Thrive Smartphone App](#)
- **Mind the Men** - are a suicide prevention peer support group providing support to men in the Glasgow area. Find out more at [mindthemen.co.uk](#)
- **Changing Room** - using the power of football to support men's mental health and wellbeing. A 12 week programme is running at various football clubs including Clyde, Rangers,

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Motherwell and many more. Visit: <https://www.samh.org.uk/get-involved/physical-activity-and-sport/our-projects/the-changing-room> or contact: thechangingroom@samh.org.uk to join or find out more.

LGBTI+ health support

Research over the past years shows consistently higher levels of mental health problems within the LGBT community including depression, anxiety, self-harm and suicidal ideation. Stigmatisation of LGBT+ identities as well as people's past experiences of discrimination and their anticipation of being discriminated against are believed to be contributing factors.

Our support for you:

- We take a **zero-tolerance approach to hate crime** and our [dedicated hate crime website](#) provides advice on what to do if affected by hate crime.
- Our [Guide to supporting Trans employees](#) provides an awareness and understanding of transgender identity and the support that is available to help transgender employees, their managers and colleagues at work.
- Our [Maternity and Adoption leave and pay arrangements](#) and [guidance](#) set out the support provided to enable employees to help the mother or adoptive parent with the care of a newborn baby or newly placed child.
- We have an employee equality and diversity peer support network called 'Prism' LGBTI+ employees connect within the workplace and contribute to the Council's equality and diversity work. [Prism - Employee LGBTI+ network](#) or email: prism@glasgow.gov.uk
- See our [Inclusion Calendar](#) to find out about LGBTI+ health campaigns and awareness days we support.

Other sources of information and support:

- **LGBT Health & Wellbeing** have [health and wellbeing information, advice and resources](#) to support the wellbeing of the LGBT community.
- **LGBT+ Helpline Scotland: 0300 123 2523** (Open Tue & wed 12-9pm, Thu & Sun 1-6pm) or email: helpline@lgbthealth.org.uk
- **The Equality Network** is Scotland's [national lesbian, bisexual, transgender and intersex equality and human rights charity](#).

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Health and wellbeing challenges

Alcohol

Information, advice and support for employees to communicate the importance of limiting alcohol consumption levels to the recommended levels to reduce health risks, and to help employees who are affected by alcohol related issues.

Our support for you:

- Our Employee Assistance Provider PAM Assist is available 24/7 for free, confidential, independent advice and support on any issue that matters to you.
- Our Alcohol and Drugs Support Policy explains our commitment to the health, safety and wellbeing of all of our staff and the support we have in place.
- See our Inclusion Calendar to find out about Alcohol awareness campaigns and events we support and promote.

Other sources of information and support:

- **NHS Inform** have information on knowing your limits, cutting down on the amount you drink and getting help if you need it here: <https://www.nhsinform.scot/healthy-living/alcohol>
- **Glasgow Alcohol and Drug Recovery** services provide a range of care and treatment options for people living in Glasgow who are affected by alcohol and/or drugs. Find your local service.

Bereavement, grief and loss

Everyone experiences bereavement at some stage in their life - whether it's the death of a parent, a loved one, a friend or a child. Grief is a completely natural process and in time, and with support, we can work through our grief and learn to live with our loss.

Our support for you:

Our Conditions of Service - Leave allow:

Up to five paid days Bereavement Leave if you are the partner, child, parent of a child over the age of 18, or have a similar relationship with them. In other cases, you can take paid time off to attend the ceremony, and possibly time off to make preparations for it.

Up to two weeks' paid Parental Bereavement Leave following the death of a child under the age of 18; a miscarriage (loss of a baby before 24 weeks pregnancy), stillbirth (loss after 24 weeks), an ectopic or molar pregnancy. Leave can be taken anytime in the 56 weeks after the death; either in one continuous two-week period, or two separate blocks of one week each.

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Other sources of information and support:

- **PAM Assist** our Employee Assistance Provider is available 24/7 for free, confidential, independent advice and support on any issue that matters to you.
- **GHSCP - Support after a bereavement** - leaflet about support available in Glasgow.
- **Good life good death good grief** - Scottish bereavement friendly workplaces toolkit
- **CIPD** - Guide to compassionate bereavement support - for line managers
- **Cruse Bereavement Care Scotland** at www.cruisescotland.org.uk - compassionate bereavement support for people throughout Scotland.
- **NHS Inform** at <https://www.nhsinform.scot/care-support-and-rights/death-and-bereavement> have practical and emotional information and advice including a digital Bereavement and grief self-help guide.
- **Wellbeing Glasgow** - Coping with Loss Self-Help resources.
- **SAMH** - After a suicide booklet with practical issues that need to be faced after a suicide. www.samh.org.uk/documents/After_A_Suicide.pdf
- **Survivors of Bereavement by Suicide** - Helpline: 0300 111 5065 open from 9am to 9pm Monday to Friday.

Bullying and Harassment

We're committed to creating and maintaining a safe and supportive working environment - free from Bullying and Harassment - where all employees are treated with dignity and respect and feel valued for the different skills and abilities they bring to the workplace.

We have robust arrangements and an extensive support framework in place to tackle and incidences of Bullying and Harassment in the workplace.

Our support for you:

- Bullying and Harassment Policy sets out our commitment, approach and the framework of support we have in place to tackle bullying and harassment.
- Bullying and Harassment Guide provides information for employees affected by bullying, harassment or victimisation.
- **PAM Assist** our Employee Assistance Provider is available 24/7 for free, confidential, independent advice and support on any issue that matters to you.
- You can also talk, in confidence to your manager, a trusted colleague, any of our trained Bullying and Harassment Service Contacts, Equality Employee Support Network Contacts, Bullying and Harassment Service Champions, or a Trade Union representative.
- Mediation service for early resolution of conflict at work.

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Other sources of information and support:

- **Samaritans - 116 123** (free 24/7) if it would help you to talk with someone or find out other ways of getting in touch.
- **Breathing Space - 0800 83 85 87** (free 24 hrs at weekends, 6pm to 2am weekdays)
- **UK National Workplace Bullying Helpline: 0300 323 0169**: (9am to 5pm, weekdays)
- Find out more about the campaign to combat Hate Crime and Glasgow's Third-party Reporting Centres at www.hatecrimescotland.org/

Cancer support

More people are surviving cancer than ever before and early detection plays a big part in this. It's important to know the signs and symptoms to look out for and to attend cancer screening when invited as this can find cancer before it can be seen or felt.

Our support for you:

- **PAM Assist** our Employee Assistance Provider is available 24/7 for free, confidential, independent advice and support on any issue that matters to you.
- **People Asset Management Ltd (PAM)**, our Occupational Health Provider helps keep staff healthy and safe whilst in work, managing risks in the workplace that are likely to give rise to work-related ill health, and in assisting recovery and early return to work in line with our Maximising Attendance Policy.
- See our Inclusion Calendar to find out about cancer awareness campaigns and events we support and promote.

Other sources of information and support:

- **Macmillan Improving the Cancer Journey** - extended service to help identify financial, emotional and practical support for Glasgow City Council employees affected by cancer. **Call 0141 287 2903** (9am to 5pm, Monday to Friday) or email mamillan@glasgowlife.org.uk
- Clinical and practical advice is available through the **Macmillan Cancer Support Line: 0808 808 0000** (Mon-Sun 9am-5pm), or on their website www.macmillan.org.uk/
- MacMillan eLearning Cancer in the workplace: Managers - to **upskill managers** so they can support employees affected by cancer.

Caring for others

We have a Carer Positive 'exemplary' award, the highest accolade available for an employer who demonstrates good practice in providing a supportive working environment for carers.

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Our support for you:

- Our [Work life balance policy](#) provides an overview of work life balance and core flexible working options available to all employees including flexible working hours.
- Our [Flexible working procedure](#) provides more detail on the flexible working options and the process involved if you wish to apply to work flexibly.
- We have Interim flexible working arrangements in place during COVID-19 - details of which can be found in our [Manager's guidance COVID-19 Interim flexible working arrangements](#).
- Our [Work life balance pages](#) on Connect provides details of the various Work life balance arrangements available including Buying Annual Leave and Flexible Retirement.
- Guidance on [supporting employees who are carers](#) for information on how to support team members with caring responsibilities.
- We have a [supporting employees who are carers](#) to support employees who are carers or know someone who is a carer and they want to help them.
- See our [Inclusion Calendar](#) to find out about related awareness campaigns and events we support and promote.

Other sources of information and support:

- **SAMH** Guide [How to cope when supporting someone else](#) - support for carers.
- **Wellbeing Glasgow** - [Carers mental health and self-help resources](#)
- **National Wellbeing Hub** - launched by the Scottish Government to [support health and social care workers and unpaid carers responding to Covid-19](#).
- **Carers Scotland** [provide information and support for unpaid carers in Scotland](#).

Coronavirus (Covid-19)

Coronavirus (Covid-19) causes a wide range of symptoms including a cough, fever and/or high temperature and loss of taste and smell. Most people infected with Covid-19 will have mild symptoms and will recover without special treatment. However, it can cause more severe symptoms in older people or those with long term health conditions. Recovery from Covid-19 will take time and is likely to vary from one person to another.

Our support for you:

- Information on looking after your health, safety and wellbeing during the Covid-19 pandemic is available on our [Staff Updates webpage](#).
- Our [Supporting Attendance Connect pages](#) provide information, guidance and resources to [support employees](#).

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Other sources of information and support:

- **NHS Inform** has the latest coronavirus (Covid-19) guidance
- Physiotherapy and Occupational Therapy teams from NHS Greater Glasgow and Clyde (**NHSGGC**) have created an **online self-management resource** to help people manage the symptoms associated with Covid-19 such as fatigue, breathlessness, reduced exercise tolerance and lack of strength. You can access this resource on their Recovery from Covid-19 webpage.
- **National Wellbeing Hub** has information and resources to help everyone better understand and manage long Covid symptoms.

Debt and money worries

Money worries can have a big impact on our day-to-day life - causing stress, problems in relationships, and affecting our physical and mental wellbeing. If you're dealing with debt or are stressed about money, we have pulled together sources of support.

Our support for you:

- **Step Change** provide free, confidential and impartial advice via their website: www.stepchange.org/start.aspx or by Freephone: 0800 138 111 (Weekdays 8am to 8pm and 8am to 4pm on Saturday).
- **Citizens Advice Scotland** have help with debt on their website here: www.citizensadvice.org.uk/scotland/debt-and-money/help-with-debt/
- **Money Helper** has advice on the best way to pay off your debts in Scotland
- **Money Advice Scotland** - www.moneyadvicescotland.org.uk/

Domestic abuse

Domestic abuse can affect men and women, in both straight and gay relationships, regardless of culture, religion, age or class. It can go on for a long time and often gets worse over time. If you or someone you know is experiencing domestic abuse, we have compiled sources of support available to you.

Our support for you:

- See our Guide to supporting employees subjected to gender based violence.
- Glasgow City Council website has information on Violence Against Women and Girls, including a list of the frontline support services available locally and nationally during the COVID-19 outbreak here: <https://www.glasgow.gov.uk/VAW/COVID19>
- Check out our Inclusion Calendar to find out about domestic abuse awareness campaigns and events we support and promote.

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Other sources of information and support:

- Scotland's **Domestic Abuse and Forced Marriage Helpline: 0800 027 1234** (open anytime, 24/7), email: helpline@sdafmh.org.uk
- **Amina Muslim Women's Resource Centre Helpline: 0800 801 0301** (open Monday to Friday, 10am to 4pm)
- For **female victims** www.mygov.scot/domestic-abuse/support-for-female-victims
- For **male victims** www.mygov.scot/domestic-abuse/support-for-male-victims
- **Galop National LGBT Domestic Abuse Helpline: 0800 999 5428** (Open Mon-Fri 10am-5pm, Wed-Thu 10am-8pm); or email: help@galop.org.uk for help and support.

Drugs

If you're concerned about your drugs use and want to reduce the risks or have a family member or friend using drugs - then it's important to know more about the substances being used and how to get support. The following information, advice and support is for anyone affected by drugs related issues.

Support for you:

- Our [Alcohol and Drugs Support Policy](#) explains our commitment to the health, safety and wellbeing of all of our staff and the support we have in place.
- **Drug awareness training** <https://www.sdftraining.org.uk/online-learning>
- **NHS Inform** website <https://www.nhsinform.scot/healthy-living/drugs-and-drug-use>
- [Glasgow Alcohol and Drug Recovery services](#) provide a range of care and treatment options for people living in Glasgow who are affected by alcohol and/or drugs.
- **FRANK** - www.talktofrank.com/ or phone 0300 123 6600.
- **Know the Score** information on drugs, where to get help: www.knowthescore.info/

Gambling harms

We have a comprehensive framework of support in place for employees who are concerned about gambling or are seeking help to resolve difficulties at work as a result of harmful gambling.

Our support for you:

- Our [Gambling Harms Support Policy](#) raises awareness of harmful gambling and of the support available to employees who are affected by harmful gambling.
- Our ongoing commitment to reducing gambling related harms in the workplace are included in the [Unite Charter](#)
- See our [Inclusion Calendar](#) to find out about gambling awareness campaigns and events we support and promote.

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- PAM Assist is available 24/7 for free, confidential independent support on this topic as well as any issue that matters to you and your family. Freephone 0800 247 1100 or email: counsellingteam@pamassist.co.uk

Other sources of information and support:

- **National Gambling Helpline: 0808 8020 133**
- **GambleAware** - awareness raising, practical information and support website: www.gambleaware.org
- **NHS Inform** - Information, advice and support on [problem gambling](#)
- **GamCare** Gambling Support website: www.gamcare.org.uk
- **GAM Stop** - www.gamstop.co.uk free online self-exclusion to restrict online gambling
- **Recover Me App** - manage a gambling addiction from your pocket - download at: www.recovermeapp.co.uk/
- **Gordon Moody** - www.gordonmoody.org.uk residential treatment for tackling gambling addiction.
- **Smart Recovery** - www.smartrecovery.org.uk – helping people recover from addictive behaviours
- **Gambling with Lives** - support set up by the families and friends of young people who had taken their own lives as a direct result of gambling. www.gamblingwithlives.org/

Loneliness

Everyone feels lonely from time to time, but it is when the feeling is more persistent that it becomes a problem - impacts on our health and starts to damage our ability to connect with others.

Our support for you:

- Check our [Get involved page](#) on the council website to find out what events and activities are happening in the council and how you can get involved.
- See our [Inclusion Calendar](#) to find out what's on in and around the council and how to sign up for events and activities.
- Our [Employee Equality Support Networks](#) can provide peer support to staff interested in supporting equality and diversity in the organisation.

Other sources of information and support:

- **Mind** have [guidance on Loneliness](#) - including information on the causes, the impact it can have on your mental health, how to manage feelings of loneliness and get help.

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Musculoskeletal problems

Musculoskeletal (MSK) problems affect the joints, bones and muscle such as arthritis and back pain. In order to treat musculoskeletal problems and injuries effectively, it's essential to establish the most appropriate treatment plan as quickly and efficiently as possible.

This reduces the likelihood of conditions worsening - requiring more time off work and having a more negative impact on your wellbeing.

Our support for you:

- If you are experiencing musculoskeletal problems or related discomfort, ask your manager to consider making a referral to **People Asset Management (PAM)** our Occupational Health Provider.
- **Physiotherapy Information Line (PhIL)** - PAM provide access to physiotherapy quickly through PhIL - a clinical triage service delivered by qualified physiotherapists that allows quick and speedy access to reliable information to help assess and manage your condition at an early stage.
- Find out more on our Supporting Attendance pages on Connect, read the PhIL leaflet
- Our Manager's Guide to Occupational Health and Guidance on making an Occupational Health Referral are there to support managers in this process.

Other sources of information and support:

- **NHS Inform** has information, advice, guidance, and support for anyone with Musculoskeletal problems, injuries and conditions that affect muscles, bones and joints: <https://www.nhsinform.scot/illnesses-and-conditions/muscle-bone-and-joints>
- **The NHS 24 MSK App** provides quick access to professional information which can help you get back to normal quicker after a muscle, back or joint problem. Includes advice on common problems, exercises and video clips to help you get moving safely, and information to help with work. Find out more here: <https://www.nhsinform.scot/care-support-and-rights/tools-and-apps/msk-help-app-accessibility-statement>

Parenting

We have pulled together some resources that may help with various challenges you may face as a parent.

Our support for you: Our Leave Conditions of Service, and Family friendly provisions - including our maternity/adoption, shared parental and paternity support leave and pay arrangements - are available to help you balance your work and home life.

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- Our [Work life balance policy](#) provides an overview of work life balance and core flexible working options available to all employees including homeworking and flexible working hours.
- Our [Flexible working procedure](#) provides more detail on the flexible working options and the process involved if you wish to apply to work flexibly.
- Our [Flexible Working and Work life balance pages](#) on Connect provides details of the various Work life balance arrangements available including 9 day fortnight, Buying Annual Leave and Flexible Retirement.
- Guidance on [supporting employees who are carers](#) for information on how to support team members with caring responsibilities.
- We have a [Carers Employee Peer Support Network](#) to support employees who are carers or know someone who is a carer and they want to help them.
- See our [Inclusion Calendar](#) to find out about related awareness campaigns and events we support and promote.

Other sources of information and support:

- **Parent Club Scotland** provides the latest Scottish Government information and advice to support parents and carers including: [wellbeing and mental health](#), [food and eating](#), and [sleeping](#).
- **SAMH Guide** - [5 ways for better wellbeing for your family](#) - support for families.
- **Wellbeing Glasgow** - [Parenthood and mental health self-help resources](#).
- **Young Minds** have [resources for parents](#) to support their children's mental health including a [helpline and webchat](#)
- **Life link** provide [mental health support to young people](#) (Age 11-18) including counselling and emotional literacy programmes to help with social and emotional challenges.

Smoking

Quitting smoking is one of the best things you can do for your physical health but it also improved your mental wellbeing. We've pulled together some resources to help you:

Our support for you:

- Our [Smoke Free Policy](#) sets out our commitment and approach to ensuring that our employees work in a smoke free environment, are made aware of the health risks associated with smoking, and are supported to reduce or quit smoking.
- See our [Inclusion Calendar](#) to find out about smoking awareness campaigns and events we support and promote.
- Advice and help on stopping smoking is available in the Staff Support section of our [Staff Updates Webpages](#).

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Stress

Some pressure can be motivating but when it becomes excessive and prolonged it can lead to stress - which can cause serious mental and physical harm if not addressed.

Our support for you:

Talk to your manager at an early stage if you are feeling stressed. If your stress is work-related, your manager may conduct a stress risk assessment to identify the sources of stress and prevent the situation from getting worse. You can also speak to a more senior manager, your service HR, or trade union representative if appropriate.

Our Employee Assistance Provider **PAM Assist** is available 24/7 for free, confidential, independent advice and counselling support. Also check out the PAM Assist Wellbeing App for free access to mindfulness and meditation sessions

Other sources of information and support:

- **Health & Safety Executive** has advice on managing workplace stress: www.hse.gov.uk/stress/risk-assessment.htm.
- **NHS Inform** has advice if you're struggling with stress. If your stress is work-related, the guidance on how to beat stress at work may be helpful. NHS inform also has a range of mental health self-help guides for problems such as social anxiety.
- **Public Health Scotland** Steps for Stress Guide – understand stress and practice some stress reduction techniques. Free online course: Stress and the workplace
- **SilverCloud** 'Space from Stress' free Cognitive Behavioural Therapy-based course to help enhance stress-busting strengths and skills and build new ones. Sign up using your email address and enter NHS24 as the access code: <https://wellbeing.silvercloudhealth.com/signup/>
- **Daylight - Outsmart your anxiety** – free digital programme to improve anxiety based on CBT. Clinically proven to help improve anxiety symptoms: Sign up for Daylight
- **Living Life** - telephone support based on cognitive behavioural therapy (CBT) managed and delivered by NHS 24 for anyone feeling low, anxious or stressed. 4-9 sessions with a self-help coach or therapist. Call: 0800 328 9655 (Mon-Fri 1pm to 9pm).
- **Wellbeing Glasgow** - Learning to relax - progressive muscle relaxation video
- **NHS** Feeling stressed? , Overcoming panic attacks, Feelings of anxiety and Health anxiety self-help booklets.

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Suicide prevention

We all have a role to play in preventing suicide by noticing, listening to and reaching out with compassion to those around us; by having open and honest conversations about mental health and suicide to reduce the stigma, and knowing where to get help.

Need help?

If you or someone you know needs help urgently call:

- **NHS 24 - 111** for urgent health advice out of GP hours, call (available anytime, 24/7)
- **Samaritans - 116 123** (available anytime, 24/7)
- **Breathing Space - 0800 83 85 87** (available 24 hours at weekends, 6pm to 2am weekdays)
- **Text "SHOUT" to 85258** to contact the Shout Crisis Text Line, text "YM" if under 19
- **PAM Assist - 0800 247 1100** the Council's Employee Assistance Provider is available 24/7 for free, confidential, independent advice and support
- If there is an **immediate risk of harm** call **999** for help.

Other sources of information and support:

- **United to Prevent Suicide** sign up to [Scotland's social movement](#) to learn how can help to prevent suicide.
- **Public Health Scotland** - [suicide prevention information, resources and training.](#)
- **Your support Your way Glasgow** - [suicide prevention guidance, training and links to local support services.](#)
- **NHS Inform** - [suicide prevention information and resources.](#)
- **The Art of Conversation booklet** provides clear step by step [guidance on how to talk to and support someone you think may be at risk of suicide.](#)
- **Coping with suicidal thoughts leaflet** - [help for anyone who may be thinking about suicide.](#)
- **Ask Tell Save a Life** - support someone in distress animation by NHS Scotland.
- **Samaritans** - [Wellbeing in the Workplace online training](#) - learn how to look after your emotional wellbeing and look out for others before they reach crisis point.
- **Papyrus:** <https://www.papyrus-uk.org> - support for young people.
- **Survivors of Bereavement by Suicide Helpline: 0300 111 5065** (9am-9pm Mon-Fri)
- **Gambling with Lives** - support set up by the families and friends of young people who had taken their own lives as a direct result of gambling.

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Trauma

We all have a role to play in creating opportunities and life chances for people affected by trauma - and supporting recovery by preventing further harm in the way we speak, behave and react to others. By becoming a trauma responsive workforce, we can begin to understand the impact of people's experiences and look at adapting the way we work, our policies and practice to support people in their journey to recovery

Our support for you:

Our Employee Assistance Provider **PAM Assist** is available 24/7 for free, confidential, independent advice and support on health and wellbeing challenge you may face.

Other sources of information and support:

- **Trauma Counselling Line Scotland - Freephone 08088 02 04 06**, Email: counselling@health-in-mind.org.uk , Website: www.health-in-mind.org.uk
- **Glasgow Wellbeing** - Trauma self-help resources
- **Scottish Government** - Trauma informed practice toolkit

Violence and aggression

We are committed to safeguarding our employees by effectively managing the risks related to violence and aggression at work.

Our support for you:

- Our Unacceptable Actions Policy arrangements for protecting employees.
- Manager's Guide - dealing with a violent or aggressive incident at work.
- Employee Guide - Helpful advice and information dealing with violence at work.
- We encourage every employee who encounters violence or aggression at work to report it so that we can tackle the issues together. This can be done through our HANDS Reporting System.
- For further information on violence and aggression at work contact Health and Safety.

Other sources of information and support:

- **Healthy Working** Lives with contribution with Scottish Local Authorities including Glasgow City Council - managing occupational violence and aggression in the workplace: tools and strategies.

Get in touch

If you would like to add a support route or have difficulty accessing any of the listed resources, please email us at: YourHealthandWellbeing@glasgow.gov.uk

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