

# Take 5 steps to wellbeing in your organisation



Connect



Keep learning



Be active



Take notice



Give

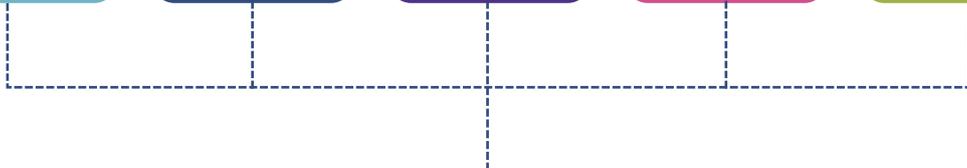
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**All resources are available  
to download or upon request**



**[www.makinglifebettertogether.com](http://www.makinglifebettertogether.com)**



**Call: 028 9050 2073**

# Overview

**Most of us know when we are mentally and physically well, but sometimes we need a little extra support to keep well.**

*1 in 5 adults in Northern Ireland have a mental health condition at any time.<sup>1</sup> This means that for the average organisation 20% of its customers and staff could have experienced mental health problems at some point.*

**Take 5 steps to wellbeing** is an approach based on evidence that can develop the wellbeing of individuals and communities. There are five simple steps to help maintain and improve wellbeing. The messages are simple and if adopted in a person's life can make them feel better and function well.



**Connect**



**Keep learning**



**Be active**



**Take notice**



**Give**

This booklet has been developed to help organisations in the community, voluntary, statutory and private sectors consider how Take 5 can be integrated and promoted into their work.

An organisation with happy and motivated people is more productive and a good place to work, so supporting the wellbeing of your people is important and beneficial to them, your customers and your business.

The information in this booklet uses terms such as 'staff', 'employees' or 'your people' to describe people inside your organisation. We understand that organisations will have different types of support structures e.g. employees; volunteers. You should interpret the information in this booklet in whichever way suits the structure of your organisation.

<sup>1</sup> Department of Health, Social Services and Public Safety (2014). Making Life Better: A whole system strategic framework for public health 2013-2023. Department of Health, Social Services and Public Safety: Belfast.

# Using Take 5 steps to wellbeing in your organisation

**Link Take 5 to your services to support the wellbeing of your people, customers and service users.**

- Display the Take 5 messages where everyone can see them
- Use Take 5 logos and messages in your communication systems and publications, like email straplines and service literature
- Link Take 5 to your policies and procedures
- Make changes to the work environment or work practices that encourage employees to **Connect, Keep learning, Be active, Take notice or Give**; see page 9 for some ideas
- Support events like Mental Health Awareness Week
- Find out what support is available by contacting Belfast Strategic Partnership **Tel:** 028 9050 2073, **Email:** bsp@bhdu.org or through the website below.

There are lots examples of Take 5 based activities that others have used that may be of use to you. There are also resources available that you can incorporate. You will find these in our **Introducing Take 5 steps to wellbeing - a guide for practitioners:**



[www.makinglifebettertogether.com](http://www.makinglifebettertogether.com)

# Take 5 organisational audit

Before you think about other things you can do to use the **Take 5 steps to wellbeing**, reflect on what your organisation does already. You may find that what you currently do links in well with the Take 5 messages.



**Connect:** you deliver services person to person or you bring people together; you have staff team meetings.



**Keep learning:** you deliver programmes to your customers, produce literature or you have staff development activities.



**Be active:** your services involve activities or you encourage staff to be active.



**Take Notice:** your services raise awareness of issues or some things happen outdoors.



**Give:** you provide advice or support services, have opportunities for volunteering; you encourage staff to give time to good causes.

The Take 5 Organisational Audit Tool on page 15 will help you to assess what you are already doing, recognise the links with Take 5 and identify areas for development. You could consider this across both the work that you do and the internal working of the organisation:

- The services you deliver to your customers
- Your policies and processes e.g. staff engagement, staff development, staff wellbeing
- Your working environment

You should consider what the outcomes are for your people, customers and service users or for the organisation. This will help you identify priorities or gaps that you may wish to address or invest more resource in.

The Take 5 Project Planning Tool on page 16 can help you then plan how you will take forward ideas for development.

# The benefits of Take 5 steps to wellbeing for your organisation

**77% of employees have experienced symptoms of poor mental health at some point in their lives. 62% of employees attributed their symptoms of poor mental health to work or said that work was a contributing factor.<sup>2</sup>**



of employees have experienced symptoms of poor mental health at some point in their lives



of employees attributed their symptoms of poor mental health to work or said that work was a contributing factor

## Your responsibilities as an employer

All employers have legal responsibility to ensure the health, safety and welfare at work of their employees. This includes minimising the risk of stress-related illness or injury to employees.

If someone has a mental health problem that has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities, they are considered disabled and will be protected from discrimination under the Disability Discrimination Act (1995).

When you are aware of health or disability information, employers have a legal duty to consider making reasonable adjustments. You also have a general duty of care and responsibility for employee health, and adjustments should be made to help all employees cope and recover, whether or not they have a formal diagnosis. **For more information, see The Equality Commission Code of Practice on Disability – Employment and Occupation ([www.equalityni.org](http://www.equalityni.org)).**

## Staff responsibilities

Staff members also have a responsibility to ensure that they are taking steps to improve and support their own mental wellbeing. It is very important to note that there are no specific legal responsibilities on staff members to engage regarding health. However, they must adhere to organisational policy and procedures.

### Further Reading

Mental Health Toolkit for Employers [www.bitc.org.uk](http://www.bitc.org.uk)

Emotional Resilience Toolkit [www.bitc.org.uk](http://www.bitc.org.uk)

Minding Your Head PHA [www.mindingyourhead.info](http://www.mindingyourhead.info)



<sup>2</sup> Business In The Community (2016). Mental Health at Work Report: National Employee Mental Wellbeing Survey Findings 2016. Business In The Community: London. Available at: [http://wellbeing.bitc.org.uk/system/files/research/bitc\\_mental\\_health\\_at\\_work.pdf](http://wellbeing.bitc.org.uk/system/files/research/bitc_mental_health_at_work.pdf)

# Supporting wellbeing is good business

Organisations perform better when their staff are healthy, motivated and focused. Stress and mental ill health are two of the biggest factors contributing to long-term sickness absence across all industry sectors. It is estimated that the total cost of mental illness in Northern Ireland is well over £3.5 billion per year<sup>3</sup>.

**Lower productivity:** Workers may come to work even though they are unwell (presenteeism) because they are concerned that if they disclose a mental health problem, they will face prejudice. The cost to the economy from presenteeism is twice that of absenteeism.

**Lost work days:** Stress and other mental health problems are the second biggest cause of work absence.

**Higher recruitment costs:** Valued employees are lost when employers do not invest in mental health.

**Increased conflict at work:** Stress and mental health problems can lead to costly and time-consuming work conflict.

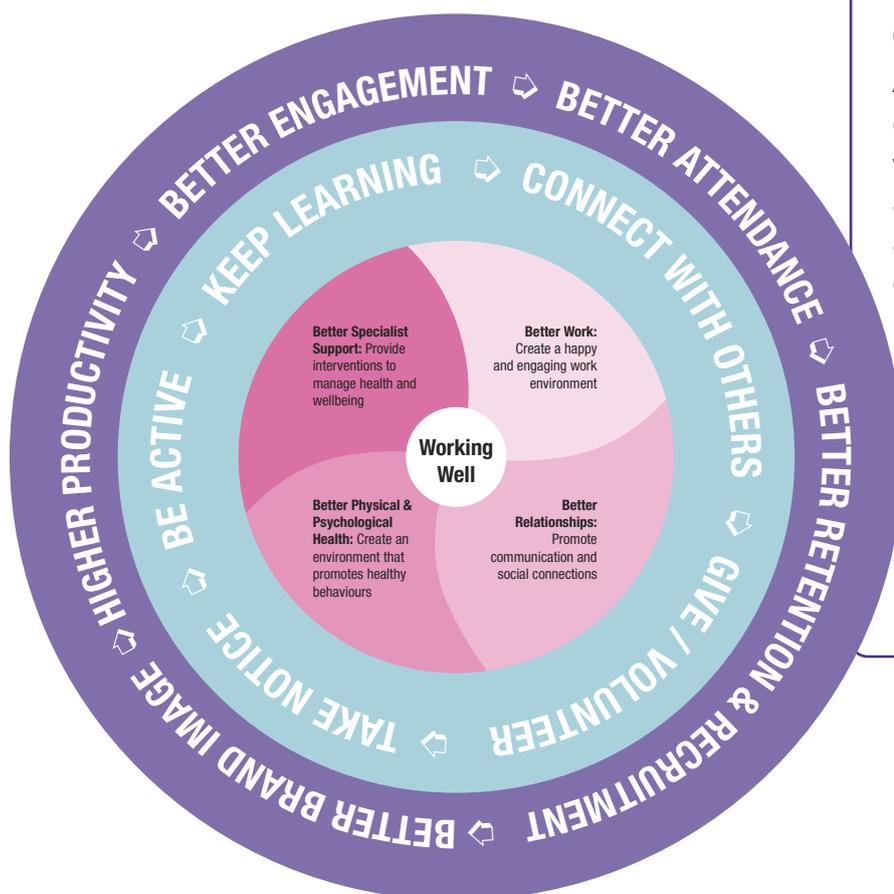
## The Workwell Model (Business In The Community)<sup>4</sup>

As this diagram illustrates, Take 5 can be used to support the wellbeing of your people. There are things that employers can do as well as those that employees can do themselves.

(Purple) Business outcomes

(Blue) Employee actions

(Pink inner circle)  
Employer actions



<sup>3</sup> Refine NI LTD: <http://www.refineni.com/mental-health-stats/4578563576>

<sup>4</sup> BITC Workwell Model. Available at: <http://www.managingemployee wellbeing.com/bitc/>

# How you can use

## Take 5 steps to wellbeing to support your people



### Connect

Provide opportunities for them to come together socially or spend more time together during breaks; bring people together through meetings or events and give them opportunities to do things together; encourage face to face communication rather than email; make changes to the work layout which encourages interaction.



### Keep learning

Provide opportunities through training and personal development; share experience and skills across teams; provide magazines or books in common areas.



### Be active

Provide opportunities for activities, like a lunchtime walking group or incentives like a cycle to work scheme; organise team building events; support team sport competitions; organise the work environment so people move about more.



### Take notice

Put pictures or plants in the work areas; encourage people to get outside the work environment during breaks; support active listening and engagement with your people through things like surveys, meetings, supervision and reflective practice.



### Give

Involve people in supporting good causes and giving time or skills to community based projects; encourage volunteering opportunities; have policies that are flexible and support people's needs.

# How your people can use Take 5 steps to wellbeing for themselves

**Wellbeing is important for everyone. Developing habits for wellbeing is best done when you are feeling ok rather than waiting until things are difficult. Taking these five actions regularly will help improve your wellbeing.**



## **Connect**

Talk to someone instead of sending an email; speak to someone new; ask how someone's weekend was; put five minutes aside to find out how someone really is; give a colleague a lift to work or share the journey home with them.



## **Keep learning**

Find out something about your colleagues; sign up for a class; read the news or a book; do a crossword or sudoku on your break; research something you've always wondered about; learn a new word.



## **Be active**

Take the stairs not the lift; go for a walk at lunchtime; walk or cycle to work; get off the bus one stop earlier than usual and walk the rest; organise a team sporting activity; do some 'easy exercise', like stretching; walk to someone's desk instead of calling or emailing.



## **Take notice**

Get a plant for your workspace; have a 'clear the clutter' day; take notice of how your colleagues are feeling or acting; take a different route on your journey to or from work; visit a new place for lunch.



## **Give**

Share your skills in your community; volunteer some time for a good cause; help a colleague with something they need.

# Evaluation

**When planning any activity it is beneficial to know whether it has achieved what you intended.**

There will be activities that are designed primarily about **Take 5 steps to wellbeing** like an awareness event to promote the approach. However there will be many activities that were not designed with Take 5 in mind, but where it is a secondary outcome.

For example, your organisation may decide to improve communication through training workshops. The primary outcome is that there is better communication between departments but a secondary outcome is that it is supporting them to **Connect, Keep Learning** and **Take notice**.

You probably already have methods to evaluate work that you do and we are suggesting you think about how you can include Take 5 within that process.

Think about whether you could develop specific Take 5 related outcomes and include ways to assess these in your evaluation process. You may include general questions about the Take 5 messages like the example below.

**Tell us how today's activity contributed to any of the Take 5 steps to wellbeing**



**Connect**



**Keep learning**



**Be active**



**Take notice**



**Give**

## Measuring wellbeing

You may consider using some form of measurement that is specifically related to wellbeing. Wellbeing can be understood as how people feel and how they function both on a personal and a social level, and how they evaluate their lives as a whole.

There are quite a number of examples of specific tools for this. The New Economics Foundation (NEF) recommends three short sets of questions should you wish to use them. You will find these in our **Introducing Take 5 steps to wellbeing - a guide for practitioners**. These are also available to download from:



[www.makinglifebettertogether.com](http://www.makinglifebettertogether.com)

## Other tips for evaluation

**Including some demographic information e.g. gender, age, ethnicity or postcode will allow you to consider whether there are particular factors about the participants that are relevant to the data results.**

Consider using methods which will give you both **quantitative** and **qualitative** information. Quantitative tools like yes/no questions or scales allow you to measure numbers and frequency. Qualitative methods such as open questions in questionnaires, focus groups, consultation events or interviews, focus on meaning and experience.

If you can gather information at more than one stage e.g. before and after a programme or at intervals, such as an annual survey, you will be able to identify impact. You will find a sample evaluation form on page 17.

# Examples of Take 5 steps to wellbeing in action

## **Belfast Drug and Alcohol Co-ordination Team: Self-care workshop for drug and alcohol workers**

An event organised by the BDACT Connections Service, for workers addressing drug and alcohol concerns across statutory and voluntary services, to support their self-care.

The event was based on **Take 5 steps to wellbeing**. It began with an introduction to what Take 5 is and got the participants to think about what they did within each message and how that supported their wellbeing. There was a presentation on self-care and workshops with relaxation techniques including drumming and laughter therapy.

*“The work these practitioners do is stressful and it can take its toll on their health and emotional wellbeing. We wanted to get the message across that they can’t be at their best in supporting clients if they don’t support their own wellbeing. **Take 5 steps to wellbeing** was a great way to frame that message.”* Diane McMullan, DACT Connections Service.

## **Belfast Health & Social Care Trust: Top Tips Programme**

Top Tips for looking after yourself is a 3-hour training programme developed to enable individuals to become more aware of their emotional health and learn more about how to promote and protect it. The programme was recently revised to map the content to the **Take 5 steps to wellbeing** messages. It offers awareness, insights and skills development to recognise barriers that might inhibit or prevent the person from engaging as fully as possible with Take 5 steps. Workers across the community, voluntary and statutory sectors deliver the programme in local communities.

Participants discuss issues around resilience and emotional wellbeing and explore healthy coping strategies to combat stress, anxiety and low mood. They have reported a greater awareness of how to look after their emotional health, manage stress levels more effectively and recognise unhealthy ways of coping with the ups and downs of life that needed to change.

*“I really enjoyed this programme and was surprised to see how much new stuff I learned. I really feel I am in a better position to manage my stress in the future and really appreciated the exercise that has taught me how to deal with unhelpful thoughts!”* Programme participant.

## **Tackling Awareness of Mental Health Issues (TAMHI): Football 4 Health St Patricks FC**

Football 4 Health is a programme that TAMHI developed with the club and their young people to bring **Take 5 steps to wellbeing** to life, to acknowledge the work being delivered at grassroots level and to explore and celebrate Take 5.

It was delivered the over summer months and its themes were:

- championing young volunteers (Give);
- football/activity (Be active);
- developing friends and positive relationships with peers (Connect);
- creating customised resources for young people and parents about looking after their wellbeing (Keep learning); and
- creating a positive fun environment (Take notice).

***“Young Leaders delivered the programme with experienced coaches and gained a wealth of experience and knowledge as well as creating positive peer to peer relationships which helped promote positive community leadership.”*** Joe Donnelly, TAMHI.

Take 5 has now been embedded into the day to day running of the club and health and wellbeing has become a key pillar of its future development.

***“Our club has moved from participation only, which was historically our focus, to a more holistic approach to developing health and wellbeing and resilience and Take 5 has been the driver.”***  
Patrick Downey St Patricks FC Academy Director.

## **Health Living Centres Alliance: World Mental Health Day**

17 Healthy Living Centres delivered the **Take 5 steps to wellbeing** messages through specific events or by adapting their weekly programmes to introduce the themes. HLC staff attended a workshop where the implementation plan was discussed. The Alliance produced Statement Cards for people to state: “My mental health is better when...”, Pledge Cards for people to make a personal pledge how they could adopt a Take 5 message, large sheets to record how best they identify with any of the five aspects of Take 5 and a one page feedback sheet.

***“Our one page feedback sheet proved very useful in terms of providing people with a quick, no-nonsense method of recording their views on the events and how much they had learnt and benefited.”*** Tony Doherty, Regional Coordinator, Healthy Living Centres Alliance

Feedback data from the 17 centres showed 700 people attended. They provided very positive feedback on their understanding of Take 5 showing that it was now better and making pledges as to how they will incorporate Take 5 into their lives. The activity has embedded Take 5 into the mental health remit of the Health Living Centres and buoyed the role of the Mental Health Working Group.

***“It made me feel less isolated, both physically and mentally. I had an opportunity to connect with others who were there for the same reasons and hear their stories which made me realise my situation is not unique.”*** Event Participant.

## Take 5 steps to wellbeing Organisational Audit Tool

What you do	Who benefits	What the Take 5 benefits are	Areas for development
 Connect			
 Keep learning			
 Be active			
 Take notice			
 Give			

## Take 5 steps to wellbeing Project Planning Tool

Project Name:	Take 5 elements supported	Connect 	Keep  learning	Be  active	Take  notice	Give 
<p><b>Take 5 Outcomes</b> What the project will achieve.</p>	<p><b>Outputs</b> The activities that will happen</p>	<p><b>Inputs</b> What resources you need to make it happen</p>	<p><b>Milestones</b> When things happen and who will do it</p>	<p><b>Evaluation</b> How you will know how well you are doing</p>		

# Sample Take 5 Activity Evaluation form



Name:

Date:

**Thank you for participating in this activity and we hope you found it useful. We would welcome your feedback and we would ask that you take a few minutes to complete this form and leave it with us. Thank you.**

1. How would you rate your understanding of the Take 5 messages BEFORE and AFTER the activity?

1 is a low level and 5 is a high level of understanding (please circle)

### Before

Connect	1	2	3	4	5
Keep learning	1	2	3	4	5
Be active	1	2	3	4	5
Take notice	1	2	3	4	5
Give	1	2	3	4	5

### After

Connect	1	2	3	4	5
Keep learning	1	2	3	4	5
Be active	1	2	3	4	5
Take notice	1	2	3	4	5
Give	1	2	3	4	5



2. During the activity did you connect with others? (please circle)

Please Comment:

Yes

No



3. Did you learn anything new? (please circle)

Please Comment:

Yes

No



4. During the activity were you more physically active? (please circle)

Please Comment:

Yes

No



5. Has the activity raised your awareness of your needs and others around you? (please circle)

Please Comment:

Yes

No



6. As a result of this activity are you more likely to give your time to others? (please circle)

Please Comment:

Yes

No

**7. As a result of the activity how likely are you to use the Take 5 messages in your everyday life?**

1 is a low level and 5 is a high level of likelihood *(please circle)*

1    2    3    4    5

**Please Comment:**

**8. Please tell us what was most useful to you**

**9. Please tell us what was least useful to you**

**10. Please tell us any suggestions you have that would improve the experience**

**11. Have you any other comments?**

**Thank you for taking the time to complete this evaluation.**







**Making life better,  
together**

*Belfast Strategic Partnership*

**For further information please contact:**

Belfast Health Development Unit

**Email:** [bsp@bhdu.org](mailto:bsp@bhdu.org)

**Tel:** 028 9050 2073

[www.makinglifebettertogether.com](http://www.makinglifebettertogether.com)