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**Recruitment, training and role of the Health and  
Wellbeing Champions  
Organisational Standard Operating Procedure (O-SOP)**

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Purpose of Agreement	This O-SOP is to provide guidance to the Trust on the procedure for recruitment, training, support and the purpose and role of Health and Wellbeing Champions within the organisation
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1	October 2025	New O-SOP which underpins Managing Stress at Work Policy			Policy Steering Group, Clinical Executive Group

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# RECRUITMENT, TRAINING AND ROLE OF HEALTH AND WELLBEING CHAMPIONS (HWBC)

## 1. INTRODUCTION & PURPOSE

### 1.1. Background

The health and wellbeing (HWB) of NHS staff is of great importance. HWB impacts every member of NHS staff, it is therefore vital that all our NHS people have access to talk to someone when they need to. Most of the time NHS staff are unaware of what they can access to support their wellbeing. Training staff to champion your organisations wellbeing offer, can have a significant impact on raising awareness of what is on offer and will help support and improve their wellbeing.

### 1.2. Key Principles

- HWB integrated in everything we do
- HWB conversations to be encouraged
- Team support
- Ease of signposting
- Acknowledge HWB of staff influenced by work related factors such as workload, autonomy, relationships, team support and the working environment
- Communications, building trust in the workforce to support wellbeing
- Diversity and inclusion

## 2. SCOPE AND DEFINITION

The purpose of this document is to provide guidance to the Trust on the role of the HWBC within the organisation, the procedures for recruitment, training, support, and engagement, and to ensure a consistent approach across the organisation.

This organisational standard operating procedure (O-SOP) applies to all Solent NHS Trust stakeholders, in particular Trust executive, Managers and Leaders, HWB Leads and HWBC.

## **2.1 Definitions**

HWB Champions: “promote, identify, and signpost their colleagues to local and national HWB support offers” (NHS England and Improvement). A HWBC is a member of the workforce who supports the wellbeing of staff within NHS organisations. HWBC know their work areas and colleagues and are best placed to recognise what may work best in their team's environment. HWB Champions can also signpost to resources and support that their organisation has in place.

HWB Leads: refers to the individuals facilitating and leading the HWBC Model within Solent.

## **3. THE ROLE OF THE HWBC AT SOLENT NHS TRUST**

### **3.1 HWBC requirements**

- Potential applicants to the HWBC role should have an enthusiasm for, and interest in HWB, improving the working environment and supporting engagement
- HWB Champions should be friendly, non-judgemental, have good listening skills and be approachable
- Represent the diversity of our workforce, from different seniority levels, locations, genders, and ethnic backgrounds
- Be able to be sensitive and maintain confidentiality, as appropriate, and demonstrate an ability to relate well to others
- Are able to commit to the time required and who have the full support from their line manager to fulfil the role. The Trust has protected 3 hours per month for HWBC to focus on HWB work
- HWB Champions must be a direct employee of Solent NHS Trust

### **3.2 HWBC remit**

HWBC are not required to do the following:

- Act as a counsellor, psychologist, or doctor diagnosing health issues
- Support others on an ongoing basis
- Support outside of their working hours

- Support that affects their own wellbeing
- Be an expert in wellbeing or have solutions to everything
- Store or share confidential information

### **3.3 HWBC levels**

The HWBC can decide at which level to operate. All HWBC are expected to promote HWB, but others may have the capacity to take on further responsibilities. HWBC can operate at level one to three, with their responsibilities and training requirements outlined in *Appendix A - HWBC levels outlined by responsibilities, training requirements and area of interest*

## **4. HWBC RECRUITMENT PROCESS**

### **4.1 Recruitment and appointment**

Solent NHS Trust staff can submit their interest in becoming a HWBC via email [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk) or the via local intranet page. Upon receipt of this:

- The applicant is sent an Application Form - Appendix B – HWBC Application Form - to start the process of recruitment to be a HWBC
- The applicant completes the form and returns to the HWB Leads at [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk)
- The applicant obtains the signature of their line manager on the form prior to submission
- The completed application form is reviewed by a HWB Lead and an induction appointment is booked for the applicant
- The HWB Lead uploads the applicant's details to the HWBC database including their name, email, job role, service line, area of interest (qualifications), and ethnicity
- HWBC network meeting invitations are sent to the applicant
- The profile of the applicant is uploaded to SolNet
- The new applicant is added to the HWBC MS Teams Group
- The new applicant is added to the circulation list for the monthly HWB newsletter
- A buddy (another HWBC) is assigned to the applicant

## 4.2 Induction and training

HWBC undergo an induction by attending a one-to-one session with a Health and Wellbeing Lead, undergo an introduction to the optional role of becoming a Mental Health First Aider (MHFA) in the workplace, and are signposted to national NHS e-learning module. Details of which can be found in *Appendix C - Health and Wellbeing Champions Induction, training and support Information*

## 5. HWBC SUPPORT

The HWB Leads aim to ensure that the HWBC are supported in their role, via initial and ongoing training, their manager or supervisor, a regular network, a buddy system, a resource hub, and clear communication.

### 5.1 HWBC network

HWBC can attend a 6-weekly HWBC network, for 90 minutes, where there will be opportunities to hear updates, information exchange, hear from guest speakers and continue their professional development (CPD). In particular, the CPD is tailored to topics that MHFA learn in their training but is inclusive for all HWBC to learn.

### 5.2 Buddy System

The buddy system is to be implemented in Q3 2022 and aims to support HWBC and MHFA via:

- Peer support on a 1-2-1 basis
- Regular opportunity to talk to another MHFA/HWBC to share experiences
- Discuss how HWBC are feeling or follow the action plan themselves (if MHFA trained)
- Discuss and problem-solve any challenges/barriers HWBC may be facing

On induction, each HWBC will be assigned a buddy. They will be encouraged to:

- Contact each other at regular intervals
- Agree communication methods between buddies (is this via Teams, phone, email, F2F).
- Agree ground rules (frequency of contact, timings, availability).
- Ensure that all buddy conversations should fall within your HWBC remit and ensure the NHS Code of Practice is followed, as an NHS employee, including information governance.



The buddy should be a first point of contact, but support can also be provided by the Lead HWB Practitioners.

- Claire Tromans - [claire.tromans@solent.nhs.uk](mailto:claire.tromans@solent.nhs.uk) / available via Microsoft Teams
- Hetty Thomson - [hetty.thomson@solent.nhs.uk](mailto:hetty.thomson@solent.nhs.uk) / available via Microsoft Teams

### **5.3 Hub**

The hub is located on the local intranet page and can be accessed by all HWBC, and covers:

- A link to recording wellbeing conversations
- Compulsory Champion e-learning
- Solent support, including staff resource groups
- Resources
- Training
- Healthy Lifestyle Information
- Champion network meeting information

### **5.4 Communication**

HWB Champions receive a monthly HWBC Newsletter which they are encouraged to distribute onwards to their team/department. The newsletter includes a topical or prevalent wellbeing topic, i.e., Diversity and Inclusion, a Champion's resource, a Menopause update and upcoming awareness campaigns.

## **6. GOVERNANCE ARRANGEMENTS**

### **6.1 Learning and development**

All HWBC will attend an induction which covers the role, responsibilities, and requirements. HWBC are expected to attend the 6 weekly network meetings which includes CPD, shared learning and guest speakers.

NHS England and Improvement HWBC e-learning information can be found in *Appendix B – Health and Wellbeing Champions induction, training and support information*

## 6.2 Mental Health First Aiders

HWBCs are encouraged to complete the Mental Health First Aid (MHFA) England training. This training equips individuals with the skills to:

- Understands the important factors affecting mental ill health
- Identify the signs and symptoms for a range of mental health conditions
- Use a step-by-step approach to provide MHFA to someone experiencing a mental health issue or crisis
- Listen non-judgementally and hold supportive conversations using the MHFA action plan
- Signpost people to professional help, recognising that your role as a MHFA does not replace the need for ongoing support

## 6.3 Risk Assessment

The table below outlines the risks relative to the success of the Champion's model.

Risk Factor	Likelihood	Consequence	Overall Risk	Control Measures
Managers buy-in	Medium	High	Medium - High	<ul style="list-style-type: none"> <li>• All managers must sign a champions application form</li> <li>• All champions should discuss with their manager, following an induction, their capacity to fulfil the role</li> </ul>
Confidentiality	Low	High	Medium	<ul style="list-style-type: none"> <li>• All champions should follow their code of practice as an NHS employee</li> <li>• A complaints and escalation process is in place to address any confidentiality broken</li> </ul>
Capacity	High	High	High	<ul style="list-style-type: none"> <li>• All champions should discuss with their manager their capacity to fulfil the role</li> <li>• This should be reviewed during their 1-2-1s and at appraisal</li> </ul>
Engagement & Welfare	Low	High	Medium	<ul style="list-style-type: none"> <li>• Champion engagement will be encouraged via the regular networks, Microsoft Teams team discussions/updates and the distribution of the newsletter</li> <li>• Up to date champion's record</li> <li>• Awareness of Champion role boundaries</li> <li>• Support available, self-care &amp; buddy system</li> </ul>

#### **6.4 Data protection and confidentiality**

HWBCs must maintain confidentiality when carrying out their role. Any conversations with staff should be treated in confidence and in line with their NHS Code of Practice (Department of Health) as an NHS employee. This includes the provisions of the General Data Protection Regulations and Data Protection Act 2018. Confidentiality should not be broken except in specific circumstances whereby an individual is considered at risk or is putting others at risk or if there are issues around safeguarding.

#### **6.5 Complaints procedure**

The purpose of the Complaint's procedure is to ensure that all complaints are addressed properly and completely.

- The complaint should be received in writing to the Health and Wellbeing Lead Practitioners at this email address [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk)
- The complaint should be reviewed by the Health and Wellbeing Practitioners/Leads as quickly as possible and to make sure it is fully understood. Any clarification should be taken up directly with the complainant.
- The HWB Practitioner/lead should aim to solve the issue informally if this is appropriate
- If it cannot be resolved informally, then a formal investigation should be conducted
- The complainant should be made aware of how long this is likely to take
- All information should be gathered by an impartial investigator, and this may include further written statements
- The next stage is to have a meeting to discuss the findings of the investigation with the HWBC
- Any appropriate actions should be taken.

#### **6.6 Stepping down as a HWBC**

It is recognised that the commitments and priorities of staff can change over time, and our HWBCs may change roles, leave Solent NHS Trust, or have personal issues in their own lives that make it difficult to continue as a HWBC. If HWBCs find themselves unable to commit to the role for whatever reason, they should contact the Lead HWB Practitioners via email: [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk).

## 7. PERFORMANCE AND EVALUATION

Evaluation is key to understanding the impact of the HWBC model and will include quantitative data, and qualitative data. In year one, the focus will include process evaluation, rather than outcome evaluation. For example, “what did the project intend to do, and did it do this?” (NHS England, 2022).

### 7.1 Quantitative Data

To aid the process evaluation, the RE-AIM Framework (*Appendix D – RE-AIM framework evaluation tool*) will be implemented. The ‘reach’ and ‘adoption’ of the model will be measured via the number of HWBC and percentage of Solent NHS trust staff i) engaged, ii) attending the networks, iii) trained, and iv) recruited by service line, ethnicity, band, and area of interest. The data collection methods will include an application form, a data base, attendance reports and apologies, inductions completed, e-learning certificates, the number of MHFA and other qualifications, and CPD sessions delivered.

In year one, success will be measured and recorded quarterly by:

- Continued recruitment of HWBC
- Continued or increased attendance at the HWBC network
- Continued or increased uptake of HWBC training
- HWBC represent the diversity of the workforce, including a HWBC from:
  - Each service line
  - Each staff network (i.e., BAME and allies)
  - Wide range of banding and ethnicity.

In year two, the success of this model will include “was the project implemented/delivered as planned/expected?” and “were there any positive changes of the project?”. This is referenced in the HWB Practitioner Pack – Delivering a New Approach (NHS England, 2022) and can be found in *Appendix E - NHS England Evaluation tool 2022*. For example, the ‘implementation’ of the model, will be measured via the number of wellbeing conversations facilitated by HWBCs, which will be captured via the SharePoint log and a Power BI report.

## 7.2 Qualitative Data

Qualitative data, such as feedback received following HWB sessions delivered by the HWBCs, will be collected via:

- HWBCs network information exchange
- HWBC spotlights (feature about an HWBC on the intranet/interview)
- Success stories (shared at the HWBC network)

## APPENDICES

### APPENDIX A – HEALTH AND WELLBEING CHAMPIONS LEVELS OUTLINED BY RESPONSIBILITIES, TRAINING AND AREAS OF INTEREST

Roles & Responsibilities	All	Level 1	Level 2	Level 3
<b>H&amp;WB promotion</b> <ul style="list-style-type: none"> <li>✓ Distribution of monthly newsletter, resources, and services</li> <li>✓ National and trust campaigns</li> <li>✓ Role model good H&amp;WB principles (i.e., taking breaks)</li> <li>✓ Challenge stigma (i.e., protected characteristics)</li> <li>✓ Encourage staff to bring their whole selves to work</li> </ul>				
<b>Encourage wellbeing conversations</b> <ul style="list-style-type: none"> <li>✓ Encourage conversations at team meetings; 1-2-1s and appraisals</li> <li>✓ Initiate conversations and be the point of contact &amp; signposting</li> </ul>				
<b>Share knowledge and feedback</b> <ul style="list-style-type: none"> <li>✓ Collect feedback from colleagues/team</li> <li>✓ Share feedback at the Champions network/ with H&amp;WB leads</li> </ul> <p><i>This could include concerns, worries, successes, or HWB themes.</i></p>				
<b>Organise team specific activities</b> <ul style="list-style-type: none"> <li>✓ Walking/coffee meetings</li> <li>✓ Specific H&amp;WB sessions (i.e., 5 Ways to Wellbeing)</li> <li>✓ Away Day H&amp;WB activities</li> </ul>				
<b>Stress Risk Assessment facilitation</b> <ul style="list-style-type: none"> <li>✓ Encourage team completion (A)</li> <li>✓ Deliver the SRA session with your team (B)</li> </ul>			A	A & B
<b>Identify H&amp;WB needs</b> <ul style="list-style-type: none"> <li>✓ Actively identify needs within your team, department, service line and escalate</li> </ul>				
<b>Support a group of champions</b> <ul style="list-style-type: none"> <li>✓ Lead and support within your department/service line</li> <li>✓ Support Champions to be active in their roles</li> <li>✓ Tailor resources to meet department/service line needs</li> </ul>				

Training	All	Level 1	Level 2	Level 3
Induction with H&WB Leads	COMP	COMP	COMP	COMP
H&WB Champions Programme	COMP	COMP	COMP	COMP
CPD – Champions Network	OPT	COMP	COMP	COMP
Mental Health First Aider (MHFA England)	OPT	H-REC	H-REC	H-REC
Having Safe and Effective Conversations	OPT	OPT	OPT	OPT
Making Every Contact Count (MECC)	OPT	OPT	OPT	OPT
REACT	OPT	OPT	OPT	OPT
Trauma Risk Management (TRiM)	OPT	OPT	OPT	OPT
Zero Suicide Alliance Trained	OPT	REC	REC	REC
Solent Recovery College	OPT	REC	REC	REC
Sexual Health Training Programme	OPT	REC	REC	REC
RSPH Level 2 in Understanding Health Improvement	OPT	OPT	OPT	OPT
<i>Optional: OPT; Recommended: REC; Highly Recommended: H-REC; Compulsory: COMP.</i>				
<b>Area of interest:</b>				
<ul style="list-style-type: none"> <li>▪ Mental Health</li> <li>▪ Menopause</li> <li>▪ Musculoskeletal (MSK) / Physical Health</li> <li>▪ Staff Networks (i.e., BAME and allies)</li> <li>▪ Diversity and Inclusion (D&amp;I)</li> <li>▪ Schwartz</li> <li>▪ Trade Union</li> <li>▪ Professional Nurse Advocacy (PNA)</li> <li>▪ Advocate/Mediator</li> <li>▪ Change/Culture</li> <li>▪ Coach/Mentor</li> <li>▪ Comms</li> <li>▪ Financial</li> <li>▪ Freedom to Speak Up (FTSU)</li> </ul>				

## APPENDIX B – HEALTH AND WELLBEING CHAMPIONS APPLICATION FORM

Areas to complete and actions are highlighted in red below

### Part 1: Role Description

Title	Health and Wellbeing Champion
<b>What is a Health and Wellbeing Champion?</b>	
<p>Health and Wellbeing Champions are individuals who work at all levels of the NHS, from all demographics and roles, who will be committed to promote, identify, and signpost their colleagues to local and national health and wellbeing support offers.</p>	
<b>Roles and Responsibilities</b>	
<ul style="list-style-type: none"> <li>• To prioritise health and wellbeing by encouraging regular wellbeing conversations and the inclusion of wellbeing within your team, meetings, and agendas</li> <li>• To promote an open culture which encourages staff to bring their whole selves to work and challenge any workplace stigma associated with mental health</li> <li>• Be a supportive person for colleagues to engage with and provide current wellbeing information, resources, offers and appropriate signposting (i.e., self-referral to occupational health and EAP program)</li> <li>• To raise awareness and support the promotion of national campaigns and internal events within your workplace (i.e., World Mental Health Day). Consider methods of promotion such as display boards, posters or means that are appropriate to your teams</li> <li>• To organise team-specific activities that supports your team's wellbeing, for example lunch time walks, book clubs or hobby groups</li> <li>• To feedback local knowledge of team needs, concerns, mechanisms for employee engagement, sharing best practice, and ideas for future initiatives, via the wellbeing champion network</li> </ul>	
<b>Who can be a Champion?</b>	
<ul style="list-style-type: none"> <li>• A wide range of individuals – which represent the diversity of our workforce, from different seniority levels, locations, genders, and ethnic backgrounds</li> <li>• Individuals who want to learn more about health and wellbeing and how to support others</li> <li>• Individuals who can maintain confidentiality, as appropriate, and demonstrate an ability to relate well to others</li> <li>• Individuals who can commit to the time required and who have the support from their line manager to fulfil the role once trained</li> <li>• Follow your professional code of practice, safeguarding guidance and escalation process when necessary and inform the Health and Wellbeing Champion Leads (Claire or Hetty) if any Champions are involved in/the results of formal processes (i.e., People Partner complaint)</li> </ul>	
<b>Requirements and commitments:</b>	
<ul style="list-style-type: none"> <li>• The health and wellbeing champion role is not intended to be a full time, new or paid role within Solent</li> <li>• Have an enthusiasm for, and interest in health and wellbeing, improving the working environment and supporting engagement</li> <li>• An individual who is friendly, non-judgemental, has good listening skills and approachable</li> <li>• To commit to 3 hours per month which includes:               <ul style="list-style-type: none"> <li>- Attending a regular Health and Wellbeing Champion Network with peers (6 weekly)</li> <li>- Be active in your role as a champion, by keeping up to date with and actively promote current health and wellbeing resources and offers</li> </ul> </li> </ul>	



- To record all health and wellbeing conversations held with NHS staff members (this is for evaluation purposes and doesn't include any confidential or patient identifiable information)
- Attend an informal induction with a HWBC Lead – 15–30-minute telephone conversation following application form submission
- *Complete a HWBC profile to be promoted on the HWBC SolNet page and email to [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk)*

#### Training & CPD

##### **Compulsory**

##### [Health and Wellbeing champions - e-learning for healthcare \(e-lfh.org.uk\)](http://e-learning-for-healthcare.org.uk)

- The programme includes 1 session in 7 sections and takes approximately 20 minutes to complete
- *Please download a certificate after completing the session and email to [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk).*

##### **Optional:**

- **Mental Health First Aid England Training (MHFA)** – email [snhs.wellbeing@solent.nhs.uk](mailto:snhs.wellbeing@solent.nhs.uk) to express your interest in this free training provided by Solent.
- **Making Every Contact Count (MECC)**
- **Other training opportunities will be promoted**

## Part 2: Application Form

Personal Information	
<b>First name</b>	Click or tap here to enter text.
<b>Surname/Family name</b>	Click or tap here to enter text.
<b>Date of birth</b>	Click or tap here to enter text.
<b>Ethnicity (optional)</b>	Click or tap here to enter text.
Contact Information	
<b>Solent/ work email address</b>	Click or tap here to enter text.
Work/ personal telephone number	Click or tap here to enter text.
Employee Information	
<b>Job title</b>	Click or tap here to enter text.
<b>Service line</b>	Click or tap here to enter text.
<b>Full- time of Part-time</b>	Choose an item.
<b>Band</b>	Click or tap here to enter text.
Supporting Information - <i>Please provide your answers to the following questions: try and keep your answers concise and feel free to use bullet points</i>	
<b>Why do you think that staff health and wellbeing in the workplace is important?</b>	
Click or tap here to enter text.	
<b>Why are you interested in becoming a Champion?</b>	
Click or tap here to enter text.	

**What do you see yourself doing as a Champion within your team/department/service line?**

Click or tap here to enter text.

**Is there a particular area you are interested in as a Champion?**

<b>Area of interest</b>	<b>Y/N</b>
Mental Health First Aid (MHFA)	Choose an item.
Menopause	Choose an item.
MSK	Choose an item.
Staff Networks (i.e., BAME and allies)	Choose an item.
Equality and Diversity (E&D)	Choose an item.
Schwartz	Choose an item.
Trade Union	Choose an item.
Professional Nurse Advocacy (PNA)	Choose an item.
Advocate/Mediator	Choose an item.
Change/Culture	Choose an item.
Coach/Mentor	Choose an item.
Comms	Choose an item.
Financial	Choose an item.
Freedom to Speak Up (FTSU)	Choose an item.
Other:	Choose an item.

**Would you consider being a lead champion for your department/service line? [Y/N] Choose an item.**

This includes being responsible for a local network of champions with the support from the lead HWB Practitioners. This role is under development, and we are happy to discuss what this looks like, comprising your and our ideas, alongside discussion with the Champion leads already in place.

**Manager's Approval**

Please confirm that a discussion has been held between yourself and your line manager to:

- Both understand the requirements of the role
- Confirm your commitment to fulfil your role as a Champion

**Manager's signature:** Click or tap here to enter text.

**Your Signature:** Click or tap here to enter text.

**Date:** Click or tap here to enter text.

All Champions can also become a member of our closed online community of practice, to network with other Champions, and share ideas and ask questions. You can request access the online community of practice through the NHS Futures site [here](#).

## APPENDIX C – HEALTH AND WELLBEING CHAMPIONS INDUCTION, TRAINING AND SUPPORT INFORMATION

### 2a. Mental Health First Aiders

#### What is a Mental Health First Aider?

- An individual who understands the important factors affecting mental ill health
- Can identify the signs and symptoms for a range of mental health conditions
- Use a step-by-step approach to provide MHFA to someone experiencing a mental health issue or crisis
- Listen non-judgementally and hold supportive conversations using the MHFA action plan
- Signpost people to professional help, recognising that your role as a MHFA does not replace the need for ongoing support

It's important to remember that MHFA England courses do not teach people to be therapists or counsellors, how to diagnose mental health conditions or provide ongoing support. Instead, the role is to act as a point of contact and reassurance for a person who may be experiencing a mental health issue or emotional distress.

#### Who should be a Mental Health First Aider?

- A wide range of individuals – which represent the diversity of our workforce, from different seniority levels, locations, genders, and ethnic backgrounds.
- Individuals who want to learn more about mental health to support others, whether they have experienced mental ill health themselves.
- Individuals who spend most of their working hours on site at the workplace for which they are nominated and can be called away from their normal duties at short notice if needed.
- Individuals who can maintain confidentiality as appropriate and demonstrate an ability to relate well to others.
- Individuals who can commit to the time required and who have the Links support from their line manager to fulfil the role once trained.

It is important to understand what a MHFA role entails and to consider your own wellbeing in order to decide if it's the right time for you to complete this course.

This is because during the course, there may be some difficult conversations relating to individual's experiences of mental health and wellbeing which could be upsetting.

#### Expected time commitments:

##### Initial Training:

- 4 virtual sessions using a platform called Enabley
- Each session is a maximum of 3 hours AND 1 hour preparation before each virtual session
- Sessions will be held in groups of up to 16 individuals (all individuals will be Solent employees)

##### Post-training ad hoc conversations with colleagues:

- Best practice is conversations of up to 30 minutes
- Taking part in an internal MHFA network: this could be monthly or quarterly meetings
- Refresher training: half a day, every 3 years

## 2b. E-Learning

The E-Learning programme is recommended to further a Champion’s understanding of the role, how to implement what they have learnt, and is intended for all appointed Health and Wellbeing Champions to complete. The programme includes 1 session in 7 sections.

- Introduction
- What is a Health and Wellbeing Champion?
- Who can be a Health and Wellbeing Champion?
- What will be expected of me as a Health and Wellbeing Champion?
- What might I be asked to do as a Health and Wellbeing Champion?
- How to communicate the role of Health and Wellbeing Champions in your organisation
- As a Health and Wellbeing Champion, how can I access support if I need it.

The session takes approximately 20 minutes to complete and includes knowledge checks, which aim to explore your understanding of the content. Champions can download a certificate after completing the session.

The training can be accessed here: <https://www.e-lfh.org.uk/programmes/health-and-wellbeing-champions/> and for more information about the programme, see the website [www.england.nhs.uk/people](http://www.england.nhs.uk/people).

## 2c. Induction Template

Champions Induction		Completed
<b>Name:</b> Click or tap here to enter text.		<b>Date:</b> Click or tap to enter a date.
<b>Role</b> Review with champion and clarify any concerns.	<ul style="list-style-type: none"> <li>• To prioritise health and wellbeing by encouraging regular wellbeing conversations and the inclusion of wellbeing within your team, meetings, and agendas How might you do this?</li> <li>•</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• To promote an open culture which encourages staff to bring their whole selves to work and challenge any workplace stigma associated with mental health</li> <li>•</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• Be a supportive person for colleagues to engage with and provide current wellbeing information, resources, offers and appropriate signposting (i.e., self-referral to occupational health and EAP program) How do they feel about this?</li> <li>•</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• To raise awareness and support the promotion of national campaigns and internal events within your workplace (i.e., World Mental Health Day). Consider methods of promotion such as display</li> </ul>	<input type="checkbox"/>

	boards, posters or means that are appropriate to your teams. Highlight the Teams group, newsletter and SolNet for information and support with this.	
	<ul style="list-style-type: none"> <li>•</li> <li>• To organise team-specific activities that supports your team's wellbeing, for example lunch time walks, book clubs or hobby groups. Are you doing anything already, do you have any ideas?</li> <li>•</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• To feedback local knowledge of team needs, concerns, mechanisms for employee engagement, sharing best practice, and ideas for future initiatives, via the wellbeing champion network. Discuss how information will be shared via health and wellbeing committee meeting</li> </ul>	<input checked="" type="checkbox"/>
<b>Requirements of the role</b> Discuss any barriers/challenges to commitment	<ul style="list-style-type: none"> <li>• To commit to 3 hours per month which includes: <ul style="list-style-type: none"> <li>- Attending a regular Health and Wellbeing Champion Network with peers (6 weekly)</li> <li>- Active in your role as a champion, by keeping up to date with and actively promote current health and wellbeing resources and offers</li> </ul> </li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• <b>To record all health and wellbeing conversations held with NHS staff members (this is for evaluation purposes and doesn't include any confidential or patient identifiable information)</b> <u>Mental Health FirstAiders Form2 - New Form (sharepoint.com)</u></li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• <b>Complete a champions profile to be promoted on the Health and Wellbeing Champions SolNet page and email to <a href="mailto:snhs.wellbeing@solent.nhs.uk">snhs.wellbeing@solent.nhs.uk</a></b></li> </ul>	<input type="checkbox"/>
<b>Support for you in your role</b>	<ul style="list-style-type: none"> <li>• Wellbeing team (Hetty &amp; Claire)</li> <li>• Buddy system</li> <li>• Networks</li> <li>• Line manager</li> <li>• SolNet resources</li> </ul>	<input type="checkbox"/>
<b>Reporting concerns</b>	Cover Solent's Complaint's Procedure	<input type="checkbox"/>
<b>Training &amp; Development</b>	<u>Compulsory Health and Wellbeing champions - elearning for healthcare (e-lfh.org.uk)</u> <ul style="list-style-type: none"> <li>- The programme includes 1 session in 7 sections and takes approximately 20 minutes to complete</li> <li>-</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>- <b>Please download a certificate after completing the session and email to <a href="mailto:snhs.wellbeing@solent.nhs.uk">snhs.wellbeing@solent.nhs.uk</a>.</b></li> </ul>	<input type="checkbox"/>

	<p>Optional:</p> <ul style="list-style-type: none"> <li>- Mental Health First Aid England Training (MHFA) – email <a href="mailto:snhs.wellbeing@solent.nhs.uk">snhs.wellbeing@solent.nhs.uk</a> to express your interest in this free training provided by Solent.</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• Making Every Contact Count (MECC)</li> </ul>	<input type="checkbox"/>
	<ul style="list-style-type: none"> <li>• Other training opportunities will be promoted</li> </ul>	<input type="checkbox"/>
Any questions		

## APPENDIX D – RE-AIM FRAMEWORK EVALUATION TOOL

Intervention/Programme <b>HWB Champions Model</b>	<b>Reach</b> The intended target population	<b>Effectiveness</b> The impact of the intervention on the measured outcomes	<b>Adoption</b> The demographics enrolled and un-enrolled attendees	<b>Implementation</b> Session delivery components (intervention fidelity)	<b>Maintenance</b> - Organisation sustainability - Long-term impact
<b>Metric</b>	<ol style="list-style-type: none"> <li>1. Number of Champions engaged</li> <li>2. Number of staff members attending the network</li> <li>3. Number of staff trained</li> </ol>	TBC in year 2	<ol style="list-style-type: none"> <li>1. Number of Champions recruited by service line, ethnicity, band, and area of interest</li> </ol>	TBC in year 2	TBC in year 2
<b>Collection Method</b> <i>(Recorded quarterly)</i>	<ol style="list-style-type: none"> <li>1. Collected via an Application form and recorded on a data base (number of and percentage of the trust)</li> <li>2. Attendance reports and apologies (MS Teams)</li> <li>3a. Inductions completed</li> <li>3b. E-learning certificates</li> <li>3c. MHFAiders</li> <li>3d. CPD sessions</li> </ol>		<ol style="list-style-type: none"> <li>1. Application form and data base</li> </ol>		
<b>Success Measure</b>	<ol style="list-style-type: none"> <li>1. Continued recruitment of Champions</li> <li>2. Increased attendance at the Champions Network</li> <li>3. Continued offer and increase in uptake of training available</li> </ol>		Champions represent the diversity of the workforce, including a Champion from each service line, each staff network and a wide range of banding, and ethnicities.		



## Overview of evaluation

Evaluation activity can range from the evaluation of a single service to a complex change programme.

It might be a process evaluation – providing rapid-cycle learning to improve implementation throughout delivery – or an outcomes evaluation – providing learning about the short term and long term impacts achieved. The best evaluations do both.

When drafting an evaluation, key questions to consider are:

<p><b>What did the project intend to do and did it do this?</b></p> <ul style="list-style-type: none"> <li>• What engagement activities took place?</li> <li>• Did the project manage to engage with the intended target people/groups?</li> <li>• What challenges and/or enablers identified during engagement?</li> </ul>	<p><b>Was the project implemented/delivered as planned/expected?</b></p> <ul style="list-style-type: none"> <li>• Were any barriers and/or enablers identified during implementation/delivery?</li> <li>• What were users and suppliers experience of the implementation process?</li> </ul>	<p><b>Were there any positive changes of the project?</b></p> <ul style="list-style-type: none"> <li>• Did the project deliver short-term outcomes as intended?</li> <li>• Were there any un-intended outcomes?</li> </ul>
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Process metrics	Data Collection Method
Number of staff members engaged	Monitoring data/attendance registers/observations
Number of staff members attended sessions/course	Monitoring data/attendance registers/observations
Number of staff members completed the training	Monitoring data/attendance registers/observations
Number of sessions/activities delivered	Monitoring data/attendance registers/observations
Number of staff members signposted to the local HWB/national HWB support	Monitoring data/attendance registers/observations



## APPENDIX F – EQUALITY IMPACT ASSESSMENT

### Equality Analysis and Equality Impact Assessment

**Equality Analysis** is a way of considering the potential impact on different groups protected from discrimination by the Equality Act 2010. It is a legal requirement that places a duty on public sector organisations (The Public Sector Equality Duty) to integrate consideration of Equality, Diversity and Inclusion into their day-to-day business. The Equality Duty has 3 aims, it requires public bodies to have due regard to the need to:

- **eliminate unlawful discrimination**, harassment, victimisation and other conduct prohibited by the Equality Act of 2010;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not;
- **foster good relations** between people who share a protected characteristic and people who do not.

**Equality Impact Assessment** (EIA) is a tool for examining the main functions and policies of an organisation to see whether they have the potential to affect people differently. Their purpose is to identify and address existing or potential inequalities, resulting from policy and practice development. Ideally, EIAs should cover all the strands of diversity and Inclusion. It will help us better understand its functions and the way decisions are made by:

- **considering the current situation**
- **deciding the aims and intended outcomes of a function or policy**
- **considering what evidence there is to support the decision and identifying any gaps**
- **ensuring it is an informed decision**

You can find further information via the Solent e-learning module:

<https://mylearning.solent.nhs.uk/course/view.php?id=170>

### Equality Impact Assessment (EIA)

#### Step 1: Scoping and Identifying the Aims

Service Line / Department	Occupational Health - Corporate	
Title of Change:	Recruitment, training and role of Health and Wellbeing Champions	
What are you completing this EIA for? (Please select):	Please select	New O-SOP
What are the main aims / objectives of the changes	<i>This is a new Standard Operating Procedure to structure the recruitment, training and role/responsibilities of Health and Wellbeing Champions across the Trust</i>	

#### Step 2: Assessing the Impact

Please use the drop-down feature to detail any positive or negative impacts of this document /policy on patients in the drop-down box below. If there is no impact, please select "not applicable":

Protected Characteristic	Positive Impact(s)	Negative Impact(s)	Not applicable	Action to address negative impact: (e.g. adjustment to the policy)
Sex	x			
Gender reassignment	x			
Disability	x			
Age	x			
Sexual Orientation	x			
Pregnancy and maternity	x			
Marriage and civil partnership	x			
Religion or belief	x			
Race	x			

*If you answer yes to any of the following, you MUST complete the evidence column explaining what information you have considered which has led you to reach this decision.*

Assessment Questions	Yes / No	Please document evidence / any mitigations
In consideration of your document development, did you consult with others, for example, external organisations, service users, carers or other voluntary sector groups?	Yes	Yes, staff network groups, Health and Wellbeing Leads, Diversity and Inclusion Leads
Have you taken into consideration any regulations, professional standards?	Yes	NHS Code of Conduct (England)

### Step 3: Review, Risk and Action Plans

How would you rate the overall level of impact / risk to the organisation if no action taken?	Low	Medium	High
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What action needs to be taken to reduce or eliminate the negative impact?	nil		
Who will be responsible for monitoring and regular review of the document / policy?			

### Step 4: Authorisation and sign off

*I am satisfied that all available evidence has been accurately assessed for any potential impact on patients and groups with protected characteristics in the scope of this project / change / policy / procedure / practice / activity. Mitigation, where appropriate has been identified and dealt with accordingly.*

<b>Equality Assessor:</b>	Angela Tomlinson OH Governance and Quality Lead	<b>Date:</b>	1 <sup>st</sup> November 2022
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