

HS2

Safe at heart: HS2 Together 2020 One of Three workshops

Stations Summary and Action Plan

July 2020



Summary

- We're at the start of a journey to transform our health, safety and wellbeing approach and performance in Stations
- 7 sessions held during June and July
- 91 people engaged in a focused I care conversation
- All sessions supported by at least 2 members of the SLT
- 7 feedback surveys completed
- 21 actions for consideration



Word Art from all the sessions pulled together

Stations Safe at heart commitment

All of the Stations SLT care about getting this right, **you count** and will enable us as a team to deliver on these promises. **We matter** because we have the opportunity to change our industry for the benefit of all those involved.

Following the roll out of I care please see the table on the next slide.



| | IMMEDIATE QUICK WINS | MEDUM TERM MAY NEED SOME ADDITIONAL SUPPORT | LONGER TERM AND REQUIRES SUPPORT TO DELIVER BEYOND THE STATIONS TEAM |
|---|--|---|---|
| YOU/ALL OF US AS INDIVIDUALS | <p>Care for ourselves by planning in a break that suits and caring for each other by checking their schedule before booking meetings and respecting those times they are not available.</p> <p>Enabling meetings to finish 5 minutes earlier and start 5 minutes later to create natural breaks.</p> | <p>Getting to know the team utilising speed teaming to support new starters and taken time out to call a member of the stations team you haven't spoken to for a while or at all.</p> | <p>Give yourself time to be open in receiving feedback on how you are perceived and give feedback. I said...you felt</p> |
| SLT | <p>Designate a meeting free morning or afternoon for the team.</p> <p>Sharing examples of demonstrating I care with the team. Small and simple does not have to be complicated.</p> | <p>Facilitate a tailored induction for all new starters so they meet the same people they would have interacted with in the office.</p> | |
| WIDER BUSINESS (HR, L&D, Corporate S&A etc..) | <p>Reiteration of flexible working for everyone and respecting people's diaries.</p> | <p>Support individuals flexible working as we return to offices & ensure meetings do start / finish in timely manner giving enough time for colleagues to have a break before the next one - continue the good behaviours we have developed.</p> <p>ELT hosting virtual coffee mornings to replace the floor walks.</p> <p>Offer communication training/coaching to the team (listening skills given our remote working environment).</p> | <p>Everyone takes their birthday off work/ a day's additional leave</p> <p>Working with the teams to manage deadline expectations. Reply by return is becoming the norm and not enabling any thinking or collaboration time.</p> <p>Develop specific comms and support material for specific groups e.g. people caring for young children, adolescents, vulnerable people etc</p> <p>Greater visibility and empathy from the ELT.</p> <p>Initiatives/campaigns that focus on health and safety in the home environment.</p> <p>Provision of a guidance pack for managers with practical tips and tools to support their teams.</p> <p>Practical package of support post lockdown to assist people in returning to the workplace and/or working with a new routine to include the option of counselling.</p> |

Feedback

- Simple catchy slogan supported by CEO
 - Focus on wellbeing
 - Very engaged
 - Has a personal ring to it
 - Shows empathy
 - Empowers
 - Good session
 - Opportunity to get to know the team
 - Format about right
-
- NB there is a timer that gives us an indication of how long it takes to do the feedback. Takes about 5 minutes for an hours session. This has been fed back to the HS culture team.
 - A reminder to complete the feedback was sent on the back of the Stations Newsletter sent 30th July 2020.
-

Safe at heart: How do we know we're making progress?

I care

What we would see?

Colleagues have a plan for actively looking after their wellbeing.

Colleagues are alert and aware of the wellbeing of others.

Colleagues are coming up with a lot more ideas for improving team wellbeing and considering it in their work.

What would we hear?

"I feel so much better - looking after health and wellbeing is so important"

"I want to share what has worked for me because it might work for someone else."

"Could we consider doing things this way to make life easier for others?"

What would we feel?

Fulfilled, flourishing, mindful, ownership and inspired



What is next?

- Agree the priority of actions as per the table
- Work through managing the actions by engaging with the relevant stage holders.
- Determine measurements: What does success look like?
- Literature review regarding measuring care
- Plan in the You count sessions
- Assure our supply chain (BBVS) are landing I care/How does that work in an IPT?



Opportunities and threats

| Opportunities | Threats |
|--|---|
| Re-energise the team | By increasing engagement without the support in the wings this could create upset |
| Create topical articles for the Stations Newslettter | At cross purposes with the IPT development |
| Increase engagement | Failing to follow up the actions could disengage people |
| Create tangible measures for success | Measuring "Care" is not an exact science and could prove to be challenging |



Messaging: Being Safe at heart means each of us every day showing:

I care

Caring about ourselves, our colleagues, everyone impacted by HS2 and the work we do

You count

Making sure that every decision and action we take in our teams and organisations *counts*

We matter

Recognising that what we do together *matters* to the future of HS2, our industry and our country