

Our clients **love** us



Positive wellbeing and leadership

Bailey & French designed and delivered a bespoke positive wellbeing and leadership programme for police and staff across 43 forces. This was done within the Blue Light Framework, which highlights the unique needs of our emergency services, particularly in relation to emotional and psychological support. This work evolved due to COVID-19, with forces under significant pressure to deliver, protect and support communities.

We worked with Oscar Kilo, the National Police Wellbeing Service, to deliver Personal Resilience and Leadership workshops.

We then delivered Wellbeing Confidence 'Train-the-Trainer' workshops, enabling 200,000 police and staff to access the learning.

Impact

The virtual workshops were a great success, helping people learn the importance of taking accountability for their own wellbeing and performance. People with high optimism are able to recover from negative events quicker than people with low optimism. Pre workshop scores of 4 or 5 for optimism totaled 50%, whereas post session scores of 4 or 5 totaled 78%, a rise of 28%.

Our Leadership workshops, for Chief Officer teams and Senior Leadership Teams, delivered a positive impact with outcomes felt across forces.



Department
for Education

PERMA+R

Like all departments within the Civil Service, the Department for Education had to respond fast to COVID-19, with most people's priorities shifting majorly. Initially there was a focus on supporting people's wellbeing across DfE, recognising this as essential due to the immense stress and challenges people were facing. DfE wanted to provide a positive platform for all people at all levels, giving them an opportunity to connect virtually and build skills around wellbeing and resilience.

We ran 12 PERMA+R workshops available to all Civil Servants in DfE. These workshops supported personal and team wellbeing and resilience. Modules focused on cultivating positive emotions, increasing engagement, developing relationships, creating meaning, boosting accomplishment and building resilience. The interactive nature of these virtual sessions created a positive peer learning platform for people to share insights and experiences and develop skills to support their own and other's positive wellbeing and resilience.

Impact

Across the 12 sessions, people on average reported feeling 13% more resilient, 7% more hopeful and 9% more optimistic afterwards.

"The session was fantastic, I don't know where the time went! Loved the interaction and lots of food for thought to transfer to wider team."



Home Office

Leading teams virtually

The Home Office were early adopters of Bailey & French's Wellbeing Confident Leaders programme. It was delivered to approximately 90% of the Senior Civil Servant population.

A pre COVID-19 report identified an average 2.01 days a year are lost due to mental ill-health, with strategic recommendations including the need for visible leadership to role model and deliver culture change.

We delivered three Leading Teams Virtually modules, from our bespoke Civil Service programme, CS Teaming. Leaders got an introduction to positive psychology and developed their coaching skills to have a positive impact on team relationships, performance and wellbeing. Our work helped develop psychological capital and personal leadership, addressing leadership challenges particularly in the virtual context.

Impact

The Teaming Conversations module demonstrated a significant increase in psychological capital scores, measured pre and post session.

- ✓ Hope increased by 30%
- ✓ Self-efficacy increased by 13%
- ✓ Resilience increased by 13%
- ✓ Optimism increased by 25%

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Department
for International
Development

CS Teaming

Teams need to be strong, connected and high-performing, even if they can't get together physically. The newly formed Department for International Trade comprises a number of new teams, some formed during lockdown. With so many people not having met each other in person, there was a challenge to team dynamics.

With the Civil Service Leadership Academy, Bailey & French had already developed CS Teaming - workshops and tools to support wellbeing and performance.

After successful initial sessions, the workshops were made available to all DIT teams. Some new teams used it as a platform to get to know each other better, others focused on building supportive relationships, and others on how they were going to maintain resilience during upcoming periods of uncertainty. We worked with each team to tailor the sessions to their specific needs.

Impact

Confidence and optimism were measured pre and post workshops, with increases of up to 9%.

"It was refreshing to take a step back and concentrate on our personal development, and certainly gave us all some new ideas, which we have agreed to putting into practice soon."



Wellbeing check in

Around 6,000 people work for the Crown Prosecution Service. Wellbeing is an ongoing focus, and while Mental Health First Aid Training was in place, there was a need to enhance wellbeing more proactively to increase resilience and prevent mental ill health. The CPS wanted a space for people to discuss their wellbeing then analyse polls and themes. This would enable them to develop wellbeing strategically and positively.

Bailey & French ran Wellbeing Check Ins. We created a platform for meaningful human connection at a critical time. It was a safe and non-judgmental opportunity to share emotions, experiences and connect with others experiencing similar challenges. It gave a pulse check of how people are feeling, and helped identify themes and future learning opportunities, guiding the wellbeing and organisational strategy moving forward. We helped people establish how best to support themselves using a positive and proactive framework.

Impact

Pre session, attendees scored an average of 6.2/10 feeling positive for the future. Post sessions this rose to an average of 7.6 - a 23% increase.

"I was really engaged and impressed; it's been a long time since I last got so much out of a session."



We also work with



Cabinet Office



Department for
Digital, Culture,
Media & Sport



Civil Service
Learning



Ministry
of Justice



Department
for Work &
Pensions



HM Treasury

