

Growing What Matters

Quality of Life, Wellbeing and Happiness skills

World Forum for a responsible economy
21st October 2015

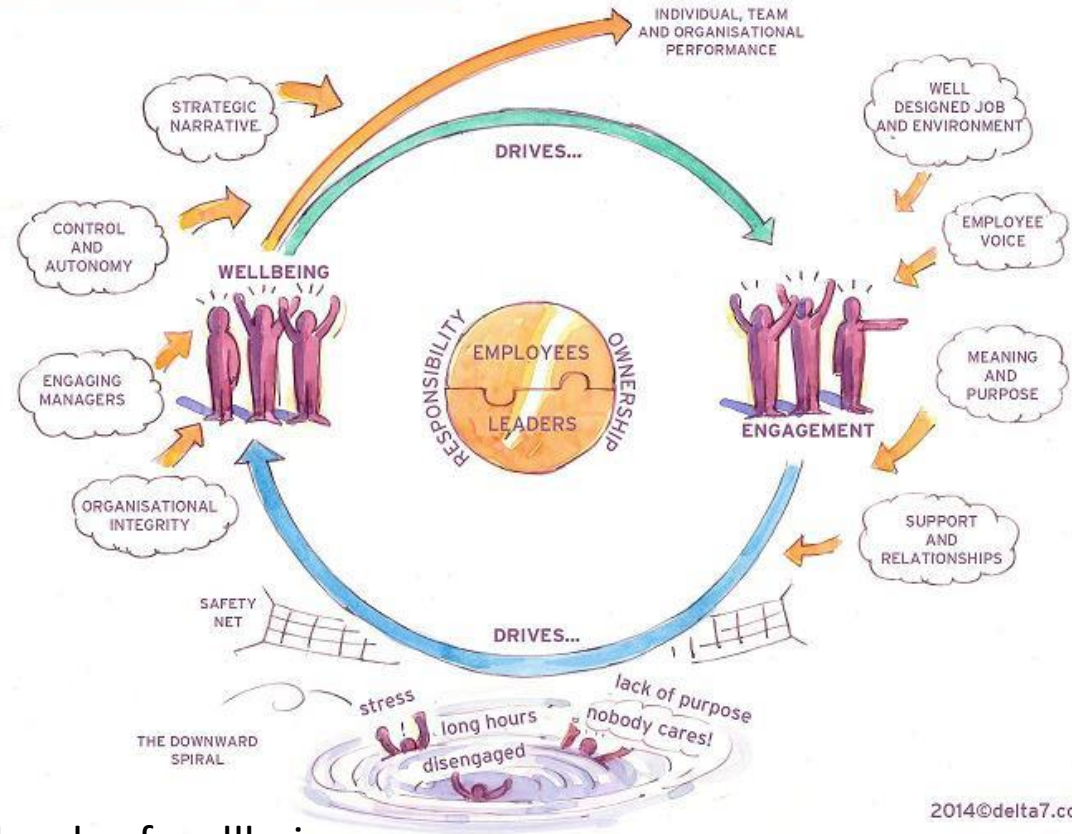
Nancy Hey
Director
What Works Wellbeing

Wellbeing delivers more than attendance

Wellbeing:

- Makes high performance sustainable
- Drives innovation & collaboration
- Reduces the cost of failure
- Is a worthwhile end in its own right

WELLBEING AND ENGAGEMENT: THE VIRTUOUS CIRCLE



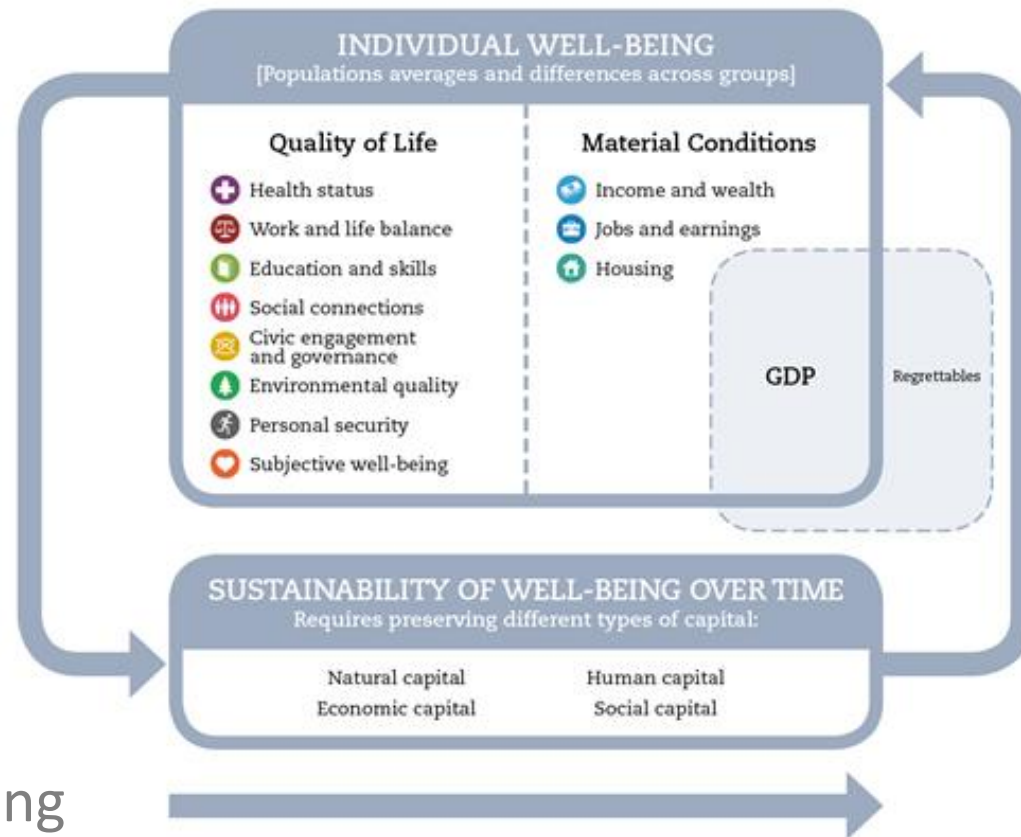
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David Macleod & Nita Clarke - *Engage for Success*

Organisations with higher average levels of wellbeing tend to perform better. Understanding why and how is more of a challenge.

Wellbeing is more than health

Organisation for Economic Cooperation & Development (OECD)



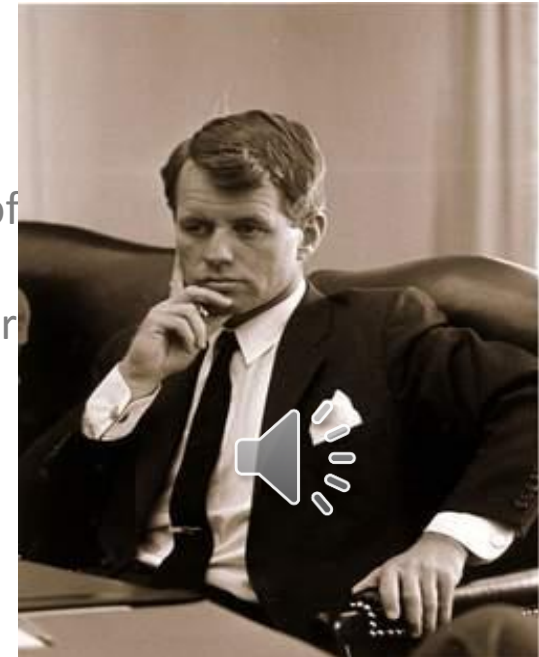
Model for Wellbeing

RF Kennedy said it best in 1968...

Gross national product does not allow for the health of our children, the quality of their education or the joy of their play. It does not include the beauty of our poetry or the strength of our marriages, the intelligence of our public debate or the integrity of our public officials. It measures neither our wit nor our courage, neither our wisdom nor our learning, neither our compassion nor our devotion to our country, it measures everything in short, except that which makes life worthwhile

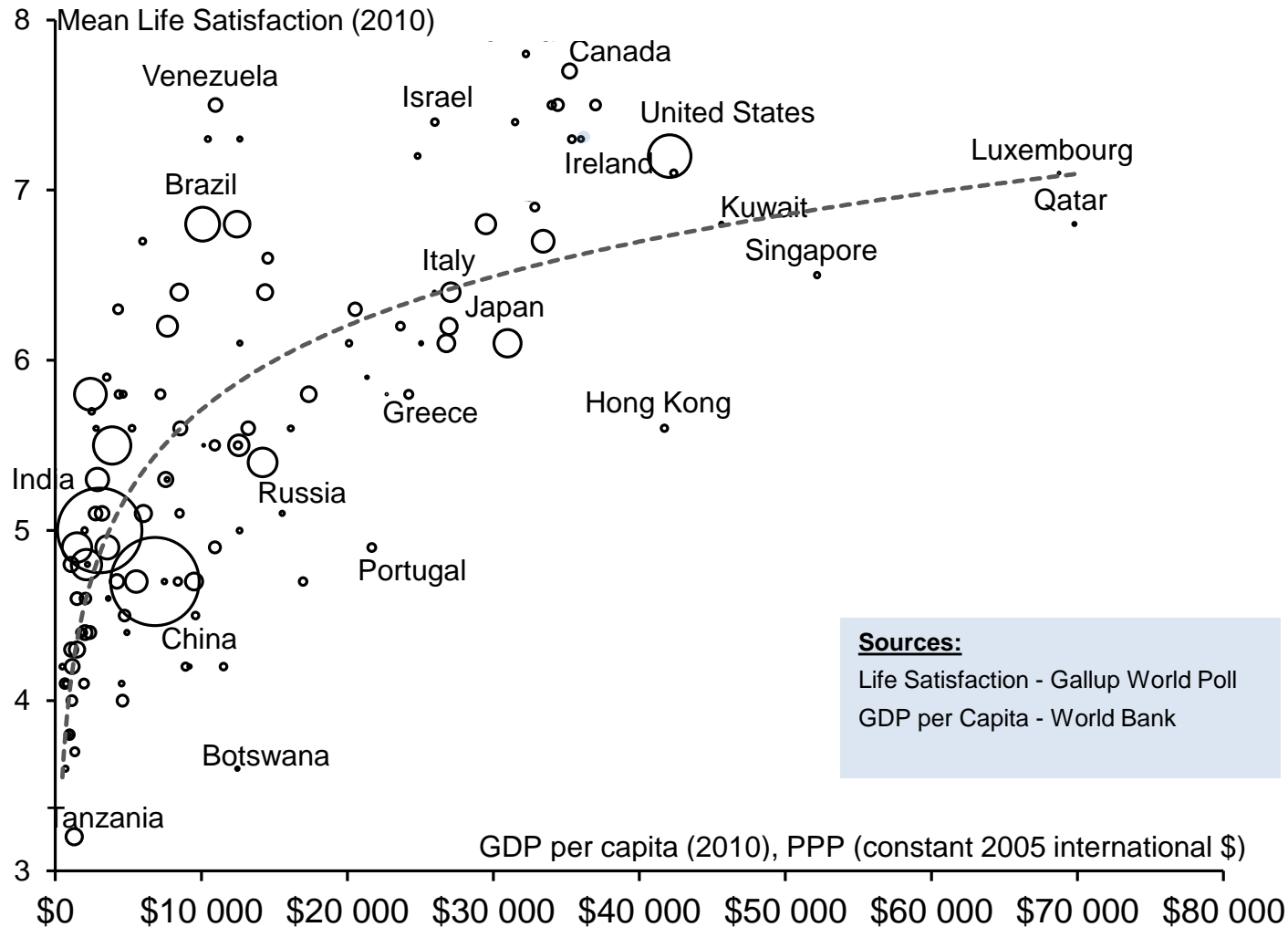
Robert Kennedy

University of Kansas, March 18, 1968



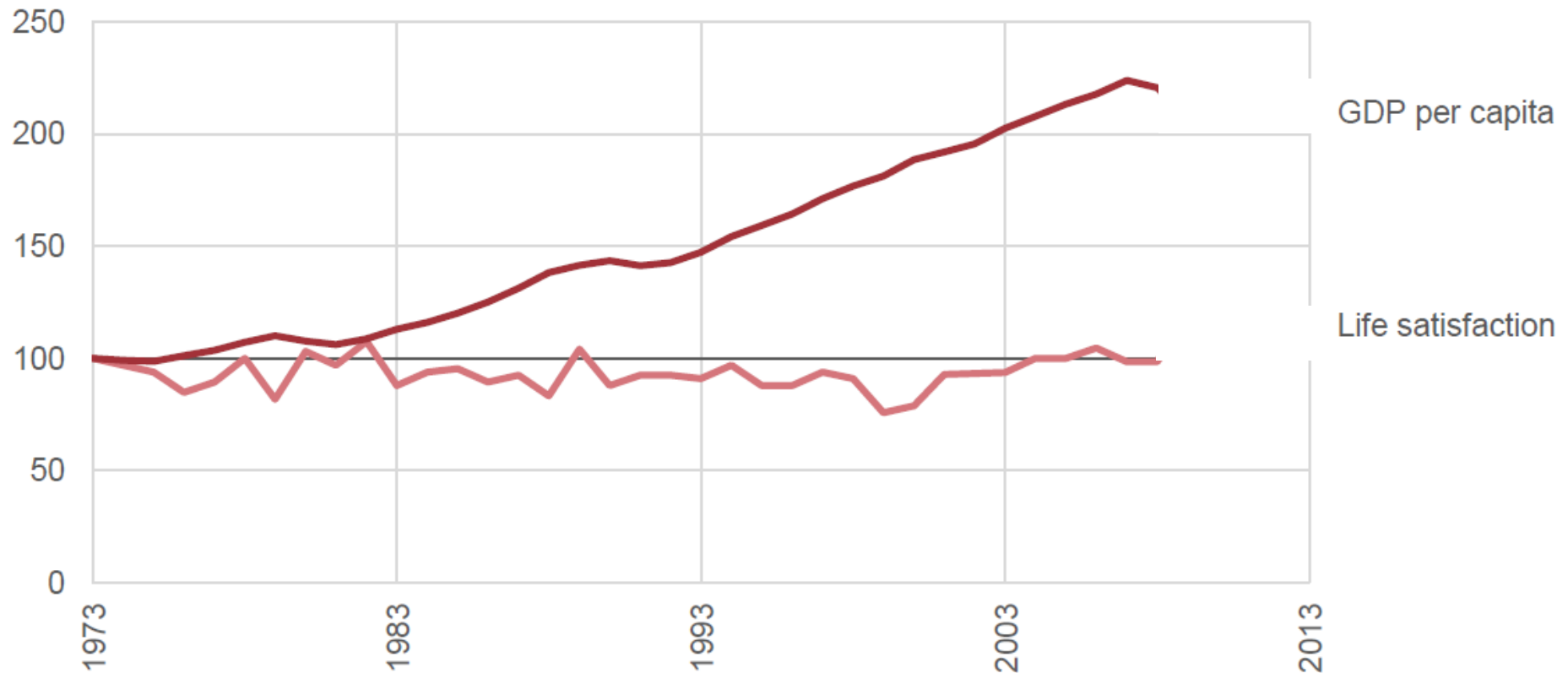
- GDP doesn't count things that are important: **volunteering, civic participation, leisure time, democracy, control, freedom....**
- GDP counts things that are associated with decreases in wellbeing: **Costs of commuting, divorce, crime, Reconstruction after natural disasters.....**
- GDP is silent on: Fairness, sustainability, risks... → Complementary measures of social progress needed

Wellbeing is more than wealth – diminishing returns

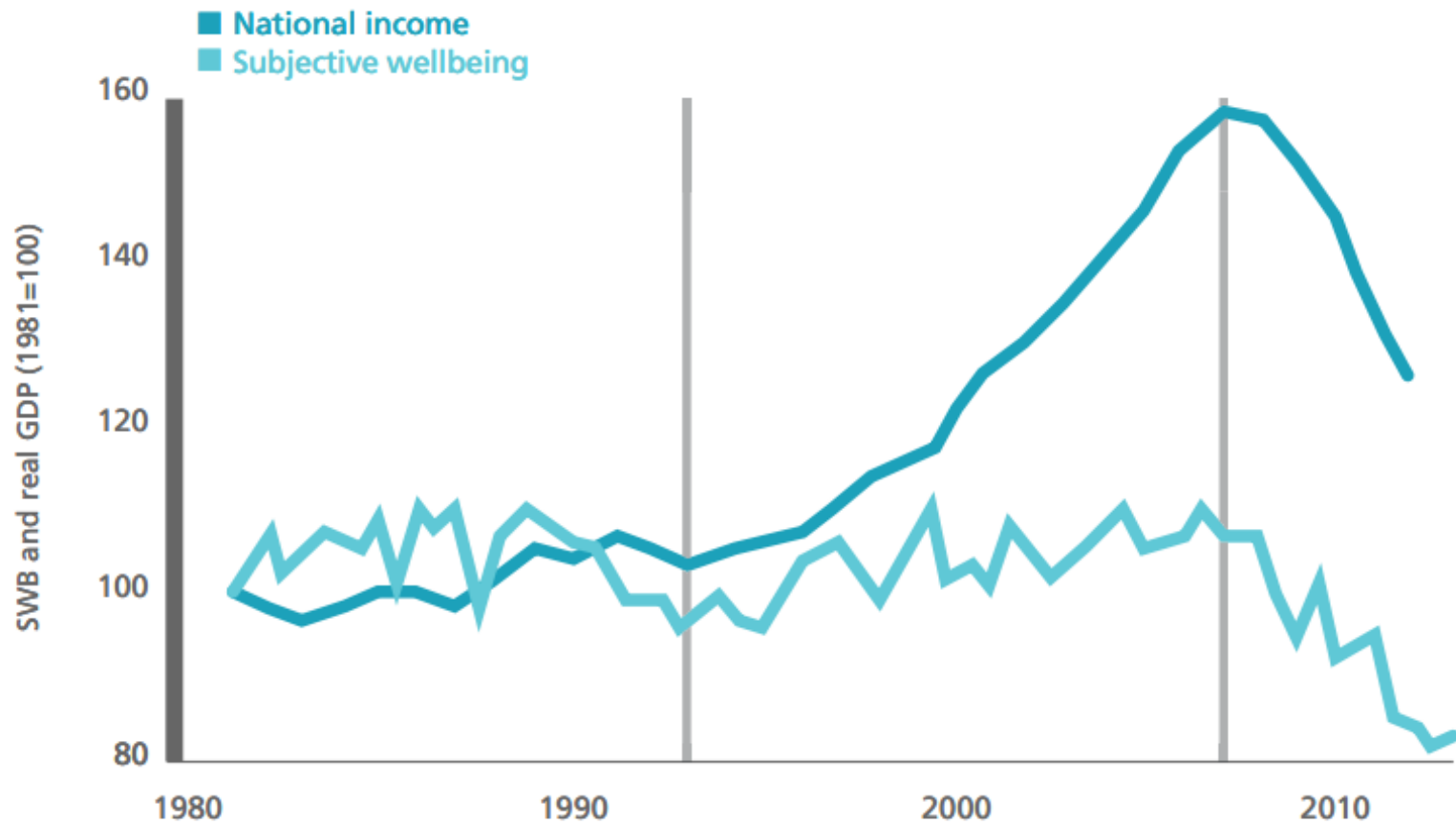


Little change in wellbeing in UK over 40 years...

GDP per capita and life satisfaction, 1973-2013, indexed 1973=100



Experience of Greece...



Cross-Country Study 6 x more sensitive to negative than positive growth – LSE 2014

Maturing debate



Why wellbeing is not a silly season filler

INTERNATIONAL BUSINESS TIMES

Budget 2014: Britons Enjoy Wellbeing Boost as Life Satisfaction Improves

The Daily Telegraph

Money buys a bit more contentment ...

theguardian

How does commuting affect wellbeing?

The Telegraph

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Commuters 'are more miserable'

THE ~~STANDARD~~ TIMES

We are happier, but don't feel healthier

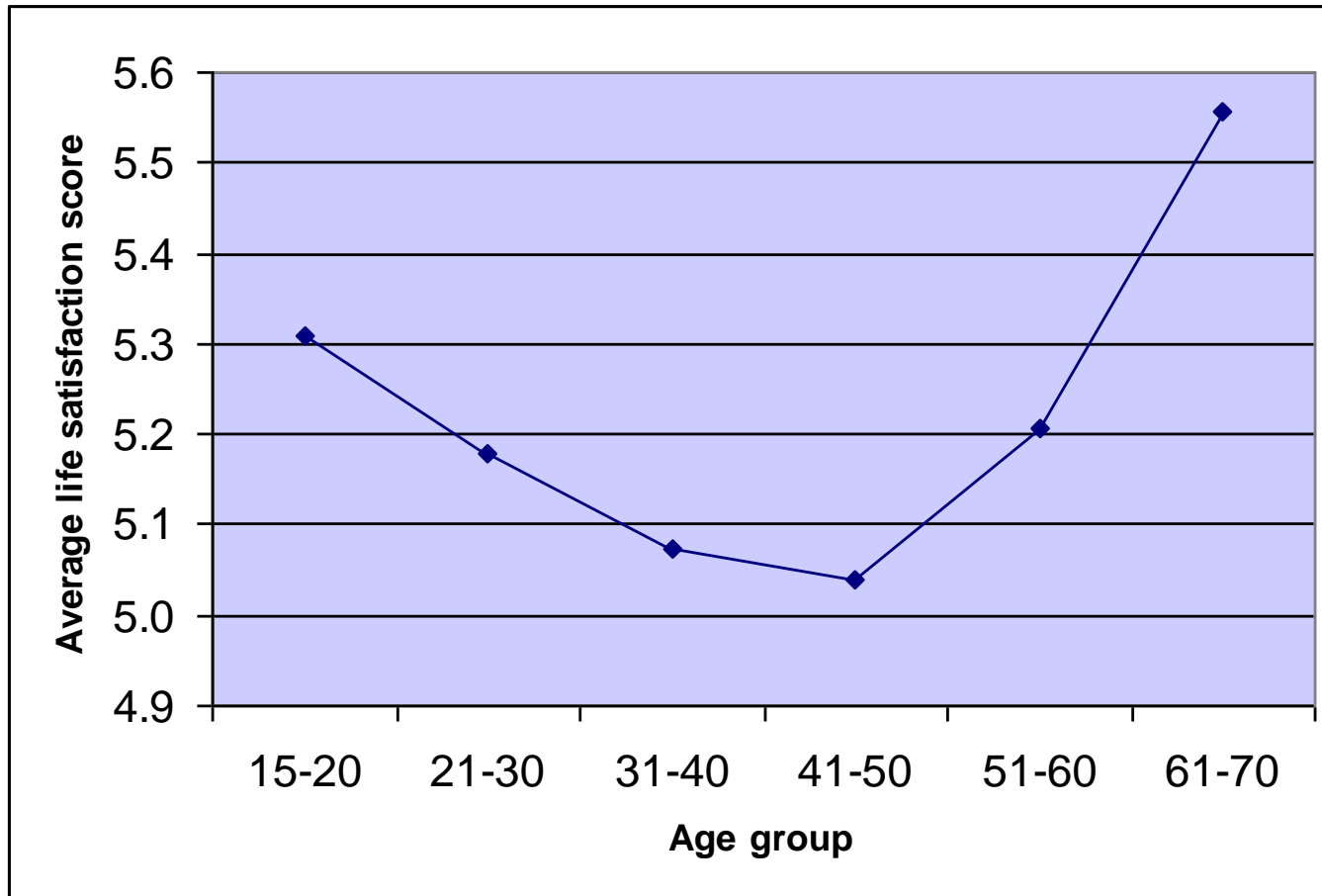
FINANCIAL TIMES

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Moving from GDP to economic well-being

Emily Cadman | Apr 07 18:51 | 1 | [Share](#)

Typical pattern of person's happiness through life



Probably physiological but there are things that cushion that dip!

Importance of subjective wellbeing

- **Longevity**; high levels of SWB can increase life by 4 to 10 yrs. For older people, survival of >9 yrs associated with greater enjoyment of life
- **Immunity**; positive SWB associated with increased immunity
- **Physiology**; clear evidence of physiological impacts of negative SWB
- SWB **predictive of lower general health**, disability, and heart disease.
- **Employment**; SWB associated with interview confidence among job seekers
- **Job Effectiveness**; SWB among nurses associated with patient experience
- **Productivity**; wellbeing associated with reduced absenteeism/ presenteeism

- ❖ Improving Wellbeing is a worthy goal in itself
- ❖ Also instrumental to delivering other outcomes we value
- ❖ Social connections, altruism and personal control important

What is Wellbeing?

Ask Google.....

According to Google



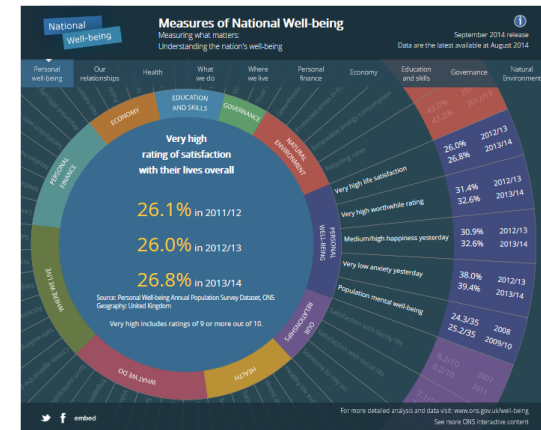
Building on ONS Framework

Informed by national debate

→ measuring **what people say matters to them**

→ 41 measures/ 10 domains

→ Related frameworks for: Children and Young People



Wellbeing, put simply, is about **‘how we are doing’ as individuals, communities and as a nation and how sustainable this is for the future.** We define wellbeing as having 10 broad dimensions which have been shown to matter most to people in the UK as identified through a national debate. The dimensions are: the natural environment, personal well-being, our relationships, health, what we do, where we live, personal finance, the economy, education and skills and governance. Personal wellbeing is a particularly important dimension which we define as how satisfied we are with our lives, our sense that what we do in life is worthwhile, our day to day emotional experiences (happiness and anxiety) and our wider mental wellbeing.

ONS Reflections on Measuring National Well-being July 2013

Personal Wellbeing overall

I would like to ask you questions about your feelings on aspects of your life.
There are no right or wrong answers.

I'd like you to give an answer on a scale of nought to 10,
where nought is 'not at all' and 10 is 'completely'.

Overall, how satisfied are you with your life nowadays?

- “Personal wellbeing” Domain
 - How satisfied are you with your life nowadays?
 - To what extent do you feel the things you do in your life are worthwhile?
 - How happy did you feel yesterday?
 - How anxious did you feel yesterday?
- Subjective wellbeing questions are particularly interesting

How does your own wellbeing compare?

I would like to ask you questions about your feelings on aspects of your life. There are no right or wrong answers.

I'd like you to give an answer on a scale of nought to 10, where nought is 'not at all' and 10 is 'completely'.

Overall, how satisfied are you with your life nowadays?

- Mean Life Satisfaction for Public Sector workers is **7.7**
- % with higher wellbeing (7-10 out of 10) in:

- Civil Service = **64%**

HMT = 68%

Cabinet Office = 67%

DfID = 66%

DfT = 65%

FCO & PHE = 64%

DWP = 63%

BIS & HO = 62%

DEFRA = 61%

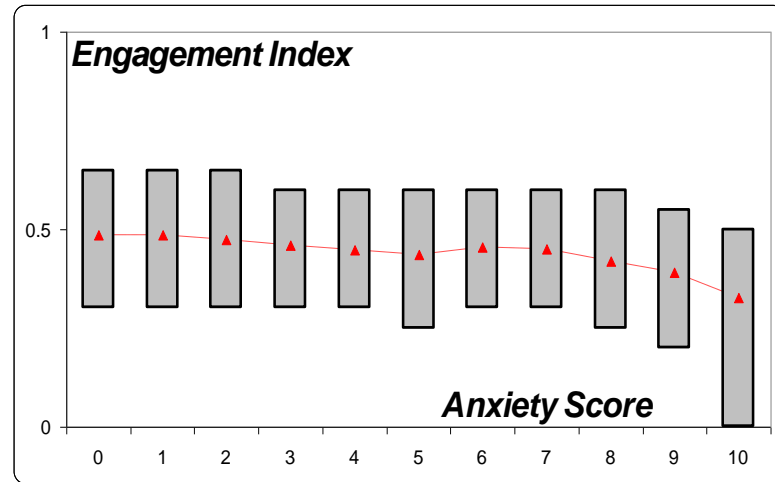
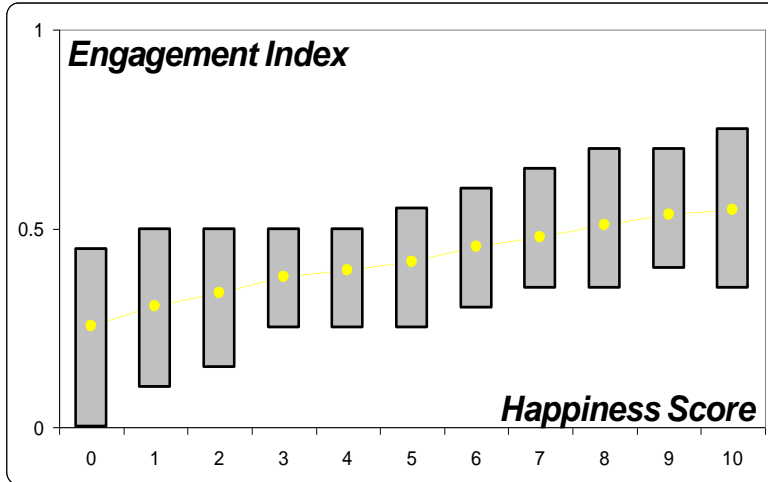
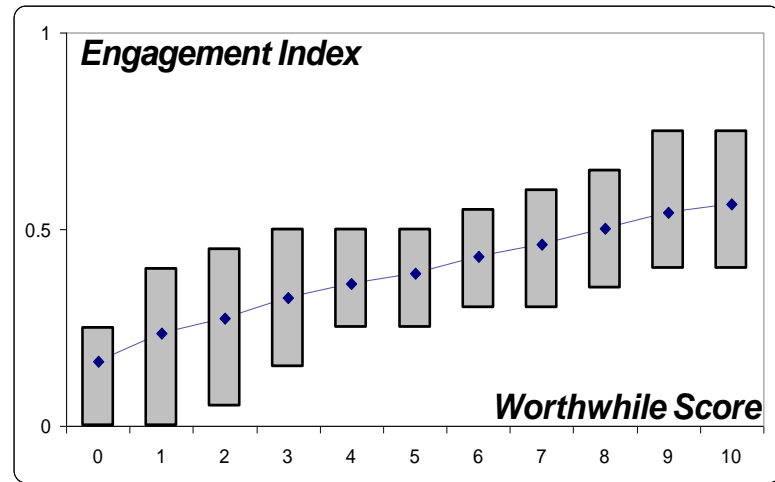
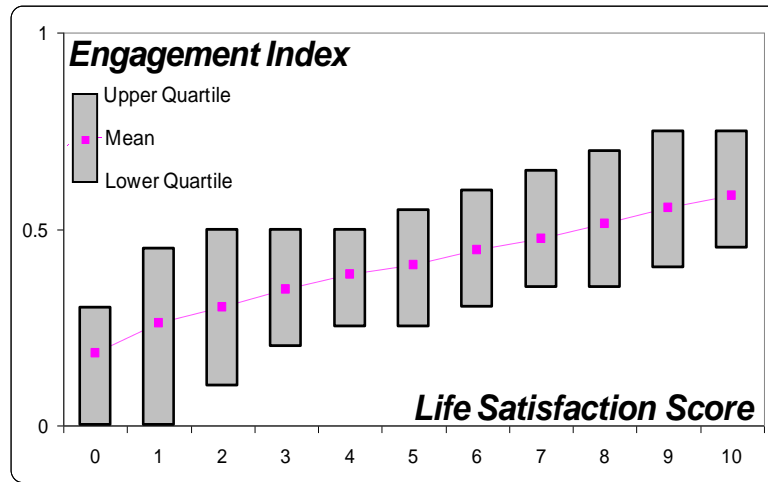
HMRC = 60%

HSE = 57%

UK Statistics Authority = **76%**

HM Prison Service = **52%**

Subjective wellbeing associated with engagement



Employee wellbeing, Job satisfaction & performance

Personal wellbeing tends to be higher when employees have

- autonomy over how they do their job
- variety in their work
- clarity of what is expected of them, including feedback
- opportunities to use and develop their skills
- supportive supervision
- positive interpersonal contact
- a perception of fairness in the workplace
- higher pay – both absolute and relative
- physical security
- a sense of job security and clear career prospects

Increase job satisfaction impacts positively on a range of workplace performance measures

- labour productivity
- quality of output
- customer satisfaction
- overall performance

These findings are based on the Department for Business and Skills [review of evidence](#) on employee wellbeing and its potential impact on workplace performance alongside the [announcement of the What Works Centre for Wellbeing on 29th October](#).

What Works Centre for Wellbeing

Our purpose

**to understand what governments,
communities, businesses and individuals can
do to increase wellbeing**

Initial evidence programme

**Wellbeing methodology | Work & Learning |
Community | Culture & sport**

Wellbeing at work

1. Wellbeing of staff and supply chain
2. Wellbeing of customers
 - what type of businesses does wellbeing research suggest we need?
3. Test things out, learn from them, share the learning – use common measures, compare findings, tweak little things

What can I do?

Look after your own wellbeing

Five ways to wellbeing

Connect...

Connect with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

Be active...

Go for a walk or run. Skip outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and one that suits your level of mobility and fitness.

Five ways to wellbeing

Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Observers of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

Five ways to wellbeing

Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.

What can I do?

1. [Use the wellbeing data](#) to understand
2. Use the ONS4 questions to [collect wellbeing data](#) in surveys and add wellbeing questions to your evaluations
3. [Share what you learn](#) especially if it doesn't work!



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Nancy Hey
Director