

Health and Wellbeing at TCV



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Health and Wellbeing at TCV

1. Introduction

We want the experience of working for TCV to be a positive one, and to have a positive impact on the health and wellbeing of our employees. We will strive to create an environment where our people are physically and emotionally supported to enable them to give their best and be well people.

Our approach to health and wellbeing is supported by our organisational values. At TCV we:

- Make stuff better
- Crack on and muck in
- Make a difference
- Be the best we can be
- Make a positive environmental impact.

These values and our supporting framework set out expected behaviours and support positive relationships at work.

Responsibility for health and wellbeing at work belongs to both employer and employees. Important factors that influence this are:

- The relationships and communication between leaders and their people
- Whether employees are involved in organisational issues and decisions and feel empowered and involved in TCV
- Job design and practicality, flexibility and versatility of role
- Appropriateness and volume of workload
- Availability and acceptability of flexible working
- Awareness of health issues and encouragement to invest in themselves and their wellbeing.

2. Current Health and Wellbeing support

TCV's current health and wellbeing offer includes the following. The items in this first section are available to all employees from day one of employment.

Employee Assistance Programme (EAP)

The EAP is intended to help employees deal with personal problems. It includes assessment, short-term counselling and referral services for employees and their immediate family - wherever they are in the world. Our current EAP is with Health Assured. They offer a critical incident management service that provides a fully trained trauma counsellor or counselling team to be onsite, typically within 24 to 48 working hours to deliver a specialist group counselling debriefing.

Health Assured's standard counselling model of short-term goal-oriented counselling is ideally matched to an organisation's requirements and their professionals aim to resolve workplace issues within a short-term model. Their counsellors can also deliver a range of trauma-specific interventions, including Cognitive Behavioural Therapy (CBT) and Eye Movement Desensitisation and Reprocessing (EMDR).

There are also webinars, 4-weekly plans and other resources to support good mental health, such as sleep, diet and exercise programmes. The Health Assured portal is not only there for when employees need support during challenging times, but also a great tool to keep them healthy and well at all other times too.



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We are pleased to extend our EAP to our Volunteer Officers.

Able Futures (England and Scotland)

Able Futures delivers the Access to Work Mental Health Support Service to support employees and apprentices who have something on their mind that is affecting their time at work.

Workable (Northern Ireland)

Workable is available to individuals who are disabled to support people access work, and overcome work-based challenges, through skills support, on-site visits, and training.

Unum Help@Hand

A health and wellbeing support package that includes:

Remote GP access

An unlimited amount of video consultations that last up to 20 minutes. Available all day, every day, and includes prescriptions and medications delivered directly where needed.

Mental health support

Direct access to mental health therapists through the app (usually via video consultation) offering advice and individual treatment plans. Up to 8 consultations per year shared between employee and partner.

Physiotherapy

Personalised treatment with bespoke exercises provided by a physiotherapist (usually via video consultation). Up to 8 consultations per year shared between employee and partner.

Medical second opinions

Consultations with UK-based private consultants – following a final diagnosis (2 consultations per annum, shared between employee and partner).

Life, money and wellbeing support

Advice on a range of life and work issues, including financial, legal and family concerns, nutritional advice and fitness plans, plus a confidential 24/7 helpline.

Occupational Sick Pay

Our Occupational Sick Pay scheme supports employees to take time away from work when they are not well enough to work without creating financial hardship.

All employees are entitled to Occupational Sick Pay. This is based on their length of service, contracted hours, and the entitlement refreshes on a rolling year basis.

Mind Wellness Action Plans (WAPs)

Wellness Actions Plans from Mind are an easy, practical way of helping you support your own mental health at work and if you're a manager, allowing you to support the mental health of your team members. These plans are available to all on JIFI and the Mind website.

We have 3 guides for employees available:

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- Guide for people working in a workplace
- Guide for people working remotely
- Guide for people who are hybrid working

Flexible working – Flex from First

TCV supports [#Flexfrom1st](#) meaning that employees can request flexible working arrangements on or before their first day of employment instead of waiting until the current legislative time of 26 weeks. We want flexible working conversations to occur from the off, due to the clear benefits it brings to both the employer and employee. From improved mental and physical wellbeing to a better work-life balance, flexibility promotes an environment of inclusion, and improved employee motivation.

To apply for flexible working please take a look at the HR-P03 Flexible Working and Changes to Terms of Employment.

Enhanced annual leave

TCV offers more than statutory annual leave entitlements for all employees from day one of employment. Statutory annual leave entitlement for a full time employee is 28 days including bank holidays, TCV offer a minimum of 34 days including bank holidays. Taking our annual leave lets us forget about work even for a day and come back feeling more refreshed and ready to go.

We encourage and support people to take their leave at regular intervals throughout the year. According to a study, holiday help us to feel better as they remove us from the tasks or environments that cause the feelings of stress. This can help our overall mental and physical health by reducing the impacts of stress like stomach problems, headaches or difficulty concentrating. Taking a well-needed break from pressures of deadlines and workload can make us feel calmer and more relaxed, giving a boost to our overall mood.

3. Other services

The following items in this section are available on an ad hoc basis.

Occupational health

Occupational health seeks to promote and maintain the health and wellbeing of employees, with the aim of ensuring a positive relationship between an employee's work and health.

In TCV this is available on a case-by-case basis through a not-for-profit provider BHSF.

Stress risk assessment

A stress risk assessment is a careful examination of what in a workplace could cause employees to suffer from work-related stress, so that you can weigh up whether you have done enough or should do more to prevent harm.

Tackling stress is paramount to effective management of health and wellbeing in every workplace, including schools. While every job brings its own demands and pressures, people's ability to deal with pressure is not limitless. Excessive pressure can cause stress,

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which is harmful. It is widely recognised that teaching is one of the most stressful professions.

Access to Work applications

We support employees to complete Access to Work applications. The scheme can help you get to or stay in work if you have a physical or mental health condition or disability.

The support you get will depend on your needs.

Through Access to Work, you can apply for:

- a grant to help pay for practical support with your work
- support with managing your mental health at work

Resources on JIFI

There is a section on JIFI with a variety of resources for individuals and leaders.

Training

We will continue to provide opportunities for health-related learning, both face to face and through e-learning.

4. Areas for future development

We want to enhance what we already have, through understanding what works for our people and what they would like to see more or less of. Some areas which we may explore further are:

- What health benefits do our employees get from our work?
- More survey questions
- Menopause policy and training
- Control over workload – how do we enable this?
- How leaders lead
- Stress risk assessment for all
- Stress awareness training for leaders (e-learning or F2F)
- Managing professional relationships
- Harassment and bullying- standalone policy needed
- Offering Mental Health first aid – network of champions