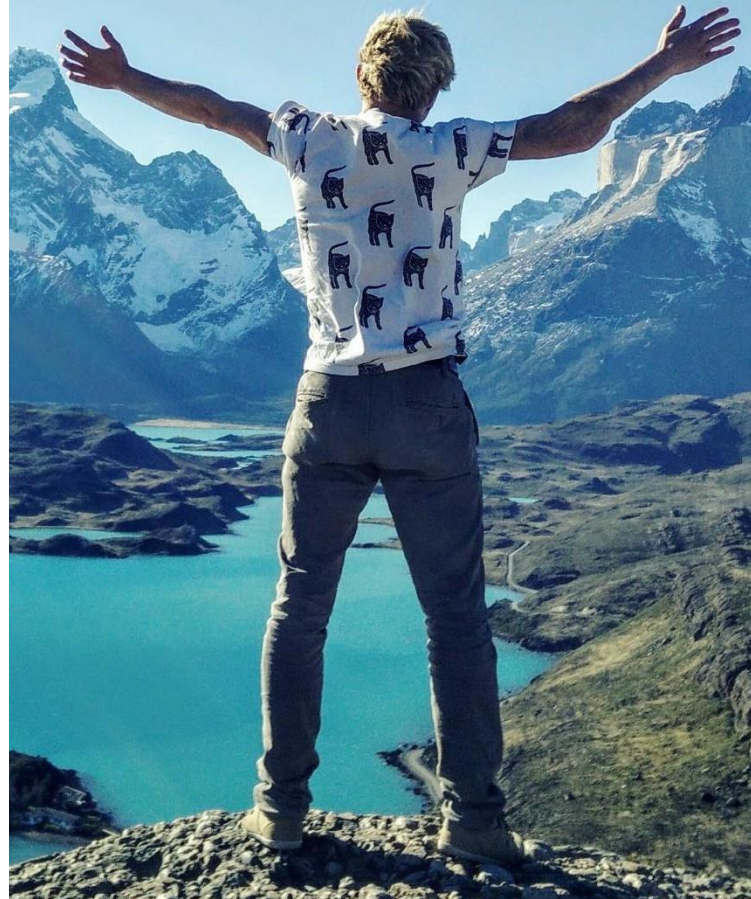


# Wellbeing Policy

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**FEBRUARY 2024**

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The Maples Community  
Authored by: Paul Kennedy



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## Revision History

- July 2021 – Original Policy Created
- March 2022 – Policy reviewed by Paul Kennedy – Refer a Friend added
- May 2022 – Policy reviewed by Paul Kennedy – summarised benefits under core headings
- July 2022 – Policy reviewed by Paul Kennedy – financial wellbeing and debt charity section added, Maples vision updated, wedding support added, pet bereavement added, GoVox added, additional support section added, role matrix added and Company Sick Pay amended
- February 2023 – Policy reviewed by Paul Kennedy – NHS Talking therapies added
- February 2024 – Policy reviewed by Polly Griffin – Care Worker’s Charity added – P Kennedy added Long Service Payment process
- May 2024 – Domestic Abuse Section Added and Gov Ox removed by Ashleen Ward

## Purpose

To provide a guide around how we support our employee’s mental and physical “Wellbeing”.

## Scope

All employees to include volunteers, relief workers and placement students.

## General

We believe that your Wellbeing is a critical factor in maintaining a healthy and progressive culture. This is critical in pushing forward our **Vision**: To create happier, healthier, and more hopeful communities so that together we can thrive.

It is a balance in doing the best for our teams and considering the needs of the business. It is important that wellbeing is a key part of our culture, and that it resonates within our core values.

## Positive coping strategies and health behaviours

It’s often the case that people who support and care for others are sometimes the last people to seek support themselves. It’s so important that we take the time to look after ourselves and be alert to the mental health needs of our colleagues. There are times when we need someone to talk to occasionally and reflect on our own state of mind. You can always talk to your manager, your colleagues or the HR team who are more than happy to help and support. When it comes to support, advice and a listening ear offered without judgment, we are never alone.

We are keen to encourage our teams to be proactive in managing their own health and wellbeing, by adopting good health behaviours (for example in relation to sleep, exercise, alcohol, smoking etc) and maintaining a routine of self-care outside of work that improves their resilience and positive coping strategies.

If you believe your work or working environment poses a risk to your health or wellbeing, let us know. Talk to your line manager or the HR team.

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## Wellbeing benefits

We are committed to ensuring that our teams have access to schemes and services that will help them establish positive behaviours and improve their wellbeing. With this in mind, we offer a range of benefits as follows:

### Health and Wellbeing Benefits

- [Wellbeing Days or Holiday](#) – the choice of either 2 paid “Wellbeing Days” per year regardless of length of service (see below) or 2 additional days of holiday
- [Company Sick Pay](#) – 3 days per year but if you don’t use them, you can roll them over into the next year and accrue up to a maximum of 30 days
- [Unplanned Emergency Hospital Support](#) – this will include financial assistance to employees who unexpectedly find themselves going into hospital. Further details can be found in the [Absence Policy](#).
- [Cycle to Work Scheme](#) – for more details on this please see below
- [Employee Assistance Programme](#) – personal support for you when you need it
- [Care Worker’s Charity](#) – personal support for you when you need it, in addition to financial grants

### Financial Benefits

- [Christmas Bonus](#) – *to help celebrate this festive season we provide our employees with a bonus to say thankyou for all your hard work*
- [Refer a Friend](#) - £100 when they start and £150 when they pass probation – higher payment for a second referral within a 12 month period – please review the [Refer a Friend Policy](#) for further information
- [Blue Light Card](#) offering a range of discounts – *please see below for further detail*
- [EarlyPay](#) – *access a portion of your wages as you work before pay day*
- [Crisis Loan](#) – *Receive an interest free short term loan to help in emergencies – contact your HR team for more details*

### Family Benefits

- [Special Day](#) – *a day off each year to celebrate your special day – the default will be your birthday, but this can be changed, giving you the chance to focus on what matters to you*
- [Pet Bereavement Day](#) - *It can be a very difficult time for anybody who loses a beloved pet. Clearly there is a difference between a stick insect and a dog, but we trust you to make the right call. For further information please check our [Absence Policy](#).*
- [Family Fun Days](#) – *Organised days out for you to take your family on a day out with colleagues.*
- [Wedding Support](#) - *When a colleague gets married, we give them a bonus and time off*

### Career Progression

- [Long service holiday](#) – *Additional day of holiday every 5 years - up to a maximum of 4*
- [Education Support](#) – *provision of advanced employee centric training in the form of an education agreement*

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- **Role Matrix/ Progression Pathways** – *this new system is a map of each of our frontline worker pay points, providing clarity on how you can progress to the next pay rate.*

# Health and Wellbeing

## Wellbeing days OR Holidays

All employees, regardless of length of service, are able to take up to two fully paid Wellbeing Days per year to be used for any activity that improves their mental or physical health.

These can be either be booked in advance in the same way as annual leave or used to cover episodes of sickness. Using wellbeing days will not be counted towards sickness absence triggers.

When you've taken a wellbeing day we will arrange a Wellbeing Return to Work to provide additional support and review any other potential options that could be of benefit to you. The Wellbeing Return to Work will be a confidential meeting. We will look to establish strategies for staying well in work and discuss any permanent or temporary adjustments that you may need. Employees will be expected to positively participate in establishing their plan as appropriate and to complete identified actions for improving or maintaining their wellbeing.

We understand that Wellbeing days do not suit everyone and, in an effort to be as inclusive as possible, all employees have the option of converting their Wellbeing days to holidays. If you want to change your choice just let your manager and the HR team know and they will take you through the process.

## Company Sick Pay

Employees are paid 3 days sick pay per calendar year and following this any sickness will be unpaid. When a fit note is provided the employee is paid Statutory Sick Pay (SSP) from day 4 of sickness. If you do not qualify for SSP under the government guidelines you will be issued an SSP1 form.

If you do not use all of your sick pay, any remaining days will be carried forward into the next calendar year. So, if you do not use any sick days this year, you will be entitled to 6 days next year and 9 days the year after. This can be accrued up to a maximum of 30 days

## Unplanned Emergency Hospital Support

We understand that employees may experience medical emergency's where they may unexpectedly be admitted to hospital for a period of time. If, in the unfortunate event this happens we will look to provide further financial support. For further details please take a look at our Absence Policy.

## Cycle to Work Scheme

This scheme is available to you following the successful completion of your probationary period.

If you are already cycling to work or thinking about doing so, rather than buying a new bike yourself out of

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your net salary, you can get a bike & accessories through our partner – Enjoy Benefits and pay for it via salary sacrifice.

***This means you will save on tax and National Insurance.***

The amount you can spend is dependent on what your level of pay is, up to a maximum of £1,000. Your affordability will be assessed before any payment of the bike is made, so please enquire with payroll ([payroll@maplescare.co.uk](mailto:payroll@maplescare.co.uk)) to establish your maximum loan value before proceeding with an order. We will need to ensure any deductions do not lower your earnings to less than national minimum wage.

In order to be eligible for tax and national insurance exemption, you cannot add any of your own funds to the value of this transaction.

- The value of the bike/accessories will be recouped from you via salary sacrifice over 12 months.
- Should you leave the company during this period; any monies outstanding will be recouped from your final salary.
- You can choose a new bike from any cycle retailer; Enjoy Benefits will contact them if they do not already have them set up.

If you would like to take up the benefit, this is what you need to do:

1. Contact our payroll team at [payroll@maplescare.co.uk](mailto:payroll@maplescare.co.uk) to establish the amount you can spend – up to a maximum of £1,000
2. Go online or into a store & select the bike/accessories you would like.
3. To place the cycle to work order, you must log in to your account. If you do not have an account, go to <https://secure.enjoybenefits.co.uk/parents/SignUpWithTokenV2.aspx> and enter the company Access Code:
  - Maples Care = DL65U1K
  - Maples Housing = S1BK11D
4. Once Enjoy Benefits have contacted the bike retailer to confirm the cost they will email you the terms and conditions via DocuSign
5. An invoice is then sent to the company for us to pay, once Enjoy Benefits have cleared payment a Letter of Collection will be emailed to you. You will then contact the bike company to arrange a date and time to collect your bike and deductions will start from your salary.
6. Enjoy your cycling!

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## Employee Assistance Program

Our EAP is structured to support you with issues you may have around your personal or work situation that may be impacting your job performance, health, and mental/emotional well-being. This service is free and confidential.

To access this service please call: **03709 080 789**

Select option 1 and then you will be put through to a contact centre advisor. Explain that you would like the counselling service which is provided through your organisation.

They will ask you for our policy number, which is: **ESK0039449616**

They will ask for your name and number – if you get cut off, they can then call you back. You do not have to give this information if you do not wish to. You will then be put through to the counselling service, which is confidential and the information you talk about will not be shared with Maples.

## Care Worker's Charity

The Care Worker's Charity strives to ensure no care worker faces financial hardship alone. Their mission is to advance the financial, professional and mental wellbeing of social care workers by making grants and providing access to services.

### Mental Health Support:

The Care Worker's Charity offer a Mental Health Support Programme which offers up to 10 support sessions with a qualified therapist with no charge.

### Crisis Grants:

The Care Worker's Charity can provide Crisis Grants, subject to funding, to support those in social care struggling with financial hardship. Further details can be found through the below website link.

[www.TheCareWorkersCharity.org.uk](http://www.TheCareWorkersCharity.org.uk)

# Financial

## Refer a Friend

Our Refer a Friend policy enables employees to receive a reward in benefit for recommending Maples to a friend, family member or acquaintance as a preferred place of work in a role that they deem suitable for the applicant. This process applies to permanent roles and new bank workers only. For further details please take a look at our Refer a Friend Policy.

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## Blue Light Card

Blue Light Card is the UK's largest discount service for those working in the NHS, emergency services, social care sector and armed forces – providing members with thousands of amazing discounts online and on the high street.

All you need to do is register via [www.bluelightcard.co.uk](http://www.bluelightcard.co.uk)

For just £4.99, members of the blue light community can register for two years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones and many more.

Just have your ID or a recent payslip to register. Once you've registered, please use our expenses process to claim the money back.

## EarlyPay

Access EarlyPay is a mobile app that gives you flexibility in how you take your pay. It's instant access to the pay you have already earned.

We all live busy lives and life doesn't always wait around for payday. Sometimes it's useful to take some pay before the end of the month or take your pay in increments - rather than in a lump - to spread the load.

The EarlyPay app lets you see how much you could drawdown from the salary you've earned so far this month. You can withdraw at any time of day, with just a few taps on your mobile phone. This money then appears in your bank account in a few minutes.

**It's your pay, you've earned it, so if you need it now you can have it, before pay day.**

## Crisis Loan

Money struggles and financial emergencies can be hard to handle and no one wants to be in a crisis position. However, things happen and sometimes we have no control over it. If this happens to you, don't worry, we may be able to help.

Contact your Manager and HR team and we can discuss whether we can help secure you an interest free loan.

## Debt and Money Management

### Step Change

Depending on your circumstances you may find help with a debt charity, such as Step Change: <https://www.stepchange.org>.

Step Change provide free, confidential and expert debt advice and money guidance. They will also recommend the best solution or service for your circumstances.

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## Money Helper

Money Helper provide clear money and pension guidance online and over the phone. They can also point you to trusted services, if you need more support. Money help all in one place, that's free to use. They have a budget planner, savings calculator, debt advice locator and loads more.

<https://www.moneyhelper.org.uk/en>

# Family

## Your Special Day

Everyone gets to have a day off that is special to them. The default will be your birthday, but this can be changed to a different day if for example you'd prefer it to be your anniversary, child's first day at school etc. If your birthday/ special day falls on a day you are not due to work, then you will get the day closest to it.

If the day you choose is incredibly popular or difficult to cover, there may be operational reasons why you won't be able to have this day (e.g. Christmas Day).

If you want to change your day from your birthday to a different day, please inform your manager and the HR team.

## Pet Bereavement Day

It can be a very difficult time for anybody who loses a beloved pet. Please talk to your line manager and the HR team who will be happy to help. Clearly there is a difference between a stick insect and a dog, but we trust you to make the right call. You may be entitled to 1 day paid pet bereavement leave.

## Family Fun Days

To celebrate the family and the nearest and dearest of our employees, we organise days out for you to take your family on a day out with colleagues. These opportunities are advertised to all of our employees with the details of the venue and key instructions.

## Wedding Support/ Civil Partnerships

Planning the big day can often be a stressful and difficult process. So, when one of our colleagues gets married or enters into a Civil Partnership, we give them a £100 bonus and an extra week off work for their honeymoon.

Inform your manager and the HR team as to when your wedding is to take place and your first week will be on us. You will receive the bonus following the date of your wedding.



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# Career

## Long Service Holiday

One of the ways we reward length of service is through the addition of holiday. After every 5 years you get an additional day of holiday up to a maximum of 4 additional days. Following 10 years, 15 years and 20 years of service an employee will also be awarded a bonus.

## Long Service Payment

We recognise and appreciate the commitment and dedication of our long-serving employees. As a token of our gratitude, we offer a Long Service Payment.

### Eligibility:

All employees who have completed **10 years of continuous service** with the company are eligible for the program.

### Benefits:

Upon reaching 10 years of service, employees will receive a one-time bonus payment of **£1,000**. For each subsequent **five-year service milestone** (15 years, 20 years, etc.), employees will receive an additional **£500** bonus payment.

### Payment Details:

Bonus payments are subject to tax and national insurance

## Education Support

If you are looking to develop and progress your career, we may be able to help. Please contact your manager and the HR team to let them know you are considering formal development. We will set up a meeting with you to discuss this further and discuss costs, course dates and time off needed etc. If we are able to support you, we will put an Education agreement together that will provide details of what costs we can cover and in return you will agree to stay with us for a specified time. If you leave prior to that you may be required to pay back all or some of the costs associated with the development.

## Role Matrix/ Progression Pathways

This is a system within Mobizio that has mapped out each of our frontline worker pay points, providing clarity on how you can progress to the next pay rate. With documented guidance you'll be able to drive this yourself by collecting the evidence needed (e.g. dates of training etc.) and then present it to your manager for review. We'll then review this and work with you to progress you to the next grade putting you in the driving seat of career progression.

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# Further Support

## Mental Health First Aid

Mental Health First Aiders are able to recognise the signs and symptoms of a range of mental health conditions and listen non-judgmentally and engage in support conversations. They will also be able to signpost you to sources of help and support.

If you are experiencing any mental distress or are concerned for a colleague's mental health, please contact the HR team who will put you in contact with one of our Mental Health First Aiders.

## Health conditions / reasonable adjustments

All employees will be routinely health screened at the beginning of their employment and where necessary Occupational Health referrals will be made in order to seek recommendations regarding long-term or chronic health conditions. Reasonable adjustments will be made where practicable.

Employees are expected to keep this information updated if there are any changes in their health or prescribed medications.

## Occupational Health

Maples works with South Gloucestershire Occupational Health Services to provide in-house occupational health advice free of charge to our employees. Occupational Health is an area of health care concerned with the relationship between people's health and their work. Their role is an advisory one and is not a substitute for a GP or treatment service for injury or illness.

We may engage the services of an Occupational Health Consultant where you have declared a medical condition that requires advice on day-to-day management or reasonable adjustments. They may also be asked to advise on return-to-work strategies following a period of absence.

All consultations are treated in confidence. Medical information will not be shared unless the explicit consent of the employee has been obtained to do so. Employees will be asked for their expressed written consent to share information with the Occupational Health service and where a report will be generated, an employee will be asked to confirm their consent to share the report with HR.

HR will only share report findings with your line manager with your expressed consent. We will only breach this confidence in exceptional circumstances, where there is an immediate and identifiable risk to you or others.

## Domestic Abuse Support

Domestic abuse includes but is not limited to physical, emotional, sexual, or financial abuse perpetrated by an intimate partner or family member. It can manifest in various forms, such as intimidation, coercion, threats, and control tactics. At Maples we take domestic abuse seriously and want to support all employees who may

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be experiencing this.

Employees who are experiencing domestic abuse or suspect that a colleague is, may report it to their manager, HR, or any trusted member of management. Reports will be handled with confidentiality and sensitivity.

Maples will provide access to confidential support services, including counselling, legal assistance, and referrals to external organisations specialising in domestic abuse support.

All reports and discussions related to domestic abuse will be treated with the utmost confidentiality. Information will only be shared with individuals on a need-to-know basis and in compliance with relevant laws and regulations.

Maples is committed to ensuring the safety of all employees. Reasonable adjustments and safety measures will be implemented to protect employees who are at risk of harm due to domestic abuse.

## **Staff Declaration**

I have read and understood the Company's procedure with regards to the Wellbeing Policy and agree to abide by the terms specified within it.

Once ready and understood please log into your Mobizio file and provide a digital signature within your employee file

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## External Support Agencies

There are plenty of organisations that offer additional help and support and some of these are as follows:

[Mental health and bereavement support for care workers - Our Frontline \(mentalhealthatwork.org.uk\)](https://www.mentalhealthatwork.org.uk)

<https://www.wellaware.org.uk/about-us/#/>

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### SOBS Charity (Silence of Suicide)

SOBS charity is a service designed for survivors of bereavement by suicide.

They can be contacted on **0300 1115065** or via email [email.support@uksobs.org](mailto:email.support@uksobs.org) .

This line is open between **09:00 – 21:00** every day.

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### Adult Mental Health Crisis Support

Bristol: **0300 555 0334**

North Somerset: **01934 836 497**

South Gloucestershire: **0117 378 4250**

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### Samaritans

Telephone Number: **116 123**

Website: <https://www.samaritans.org/>

Samaritans has a free number and is open 24 hours a day.

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### Shout

If you do not want to talk to someone over the phone, this text line is open 24 hours a day, every day: **Shout Crisis Text Line** – for everyone. Text “SHOUT” to **85258**

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### Papyrus – for people under 35

Call **0800 068 41 41** – 9am to midnight every day

Text **07860 039967**

Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

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### Stay Alive

The **Stay Alive app** is a suicide prevention resource for the UK; it’s full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. The app includes:

- A safety plan with customisable reasons for living
- A Life Box where you can store photos and memories that are important to you
- Strategies for staying safe and tips on how to stay grounded when you’re feeling overwhelmed
- Guided-breathing exercises and an interactive Wellness Plan.

The app also links you directly to local and national crisis resources, with space to add in your own as well.

- [APPLE IOS](#)
- [GOOGLE PLAY / ANDROID](#)
- [DESKTOP APP](#)

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## Campaign Against Living Miserably (CALM)

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Call **0800 58 58 58** – 5pm to midnight every day

Visit the webchat page: <https://thecalmzone.net/get-support>

## Vita Health Group

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- Offer low and high intensity therapy, online therapy and group support
- Can help with: depression; low mood due to physical condition (for example, chronic pain); excessive worry/ anxiety; excessive worry about health; panic attacks; sleep problems; stress; phobia; OCD; experience of a traumatic event.
- To access this service you need to be registered with GP in BNSSG. You can refer yourself or through your GP.
- How do I refer myself? Self & GP referral, can refer someone else, online form for SR

Contact details: <https://www.vitahealthgroup.co.uk/> or call **0333 200 1893**

## NHS Talking Therapies – A free and confidential NHS service – VitaMinds

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We all experience difficult times when we feel like we can't cope. These incidents can affect your everyday life and prevent you from leading a normal life.

If you are suffering from depression, anxiety, post-traumatic stress disorder, excessive worry or low mood, then **VitaMinds** can help.

VitaMinds works in partnership with the NHS to offer a range of short-term Talking Therapies known as IAPT (Improving Access to Psychological Therapies) to adults 16-years and over, who live and are registered with a GP in Bristol, North Somerset and South Gloucestershire.

**VitaMinds** is a **FREE service** and you don't need to visit a GP to get help.

[NHS Talking Therapies - North Somerset & South Gloucestershire \(vitahealthgroup.co.uk\)](https://www.vitahealthgroup.co.uk)

## Relate

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Relate are the 'Relationship People' and as well as Relationship support, they offer support for anxiety and stress.

The details state 'NHS' but these are the contact details for all Health and Care staff working in Bristol, North Somerset and South Gloucestershire. .

Visit: [relate.org.uk/relatehub-nhs](https://relate.org.uk/relatehub-nhs)

Phone us: **0300 303 4477**

Email: [NHS@relate.org.uk](mailto:NHS@relate.org.uk)

## Trauma Support Service

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If someone in your team has experienced a traumatic event at work, we're on hand to guide you through the best ways to support them.

### A new consultation service for managers

In the aftermath of a distressing event that's affected your team at work, we can talk you through the most

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supportive things to do in the hours, days and weeks that follow.

We can also help you develop an action plan to support people on their pathway to recovery. Call our advice line for a consultation with a clinical psychologist within one working day.

To access the Trauma Support Service – Call 0117 342 4740

