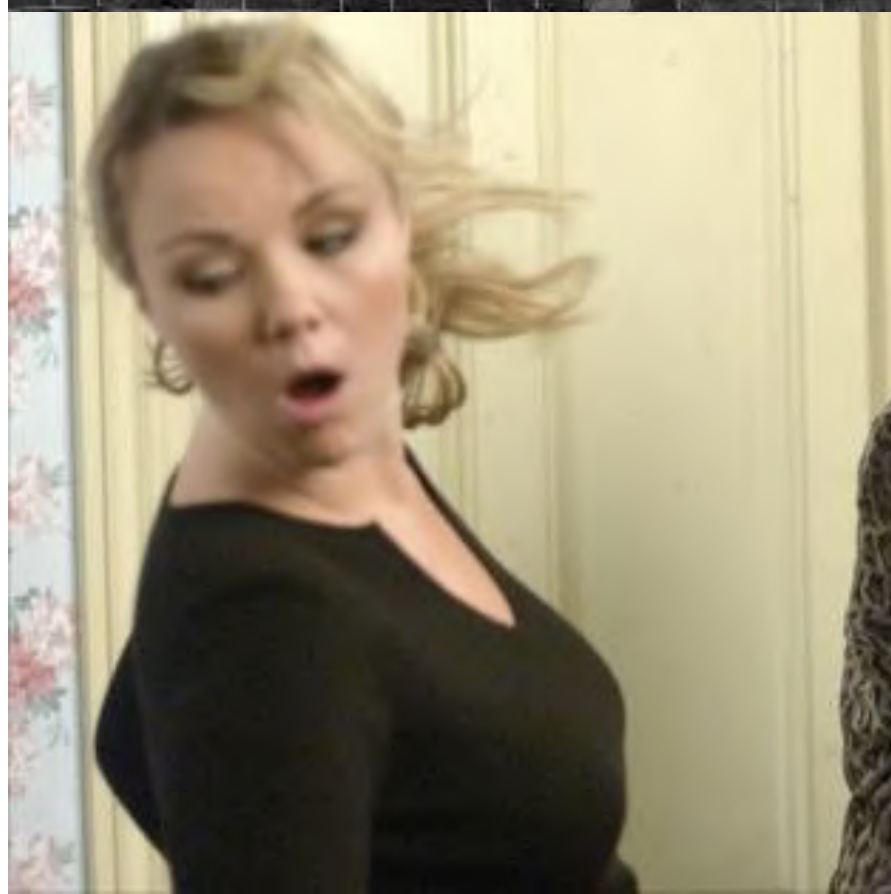
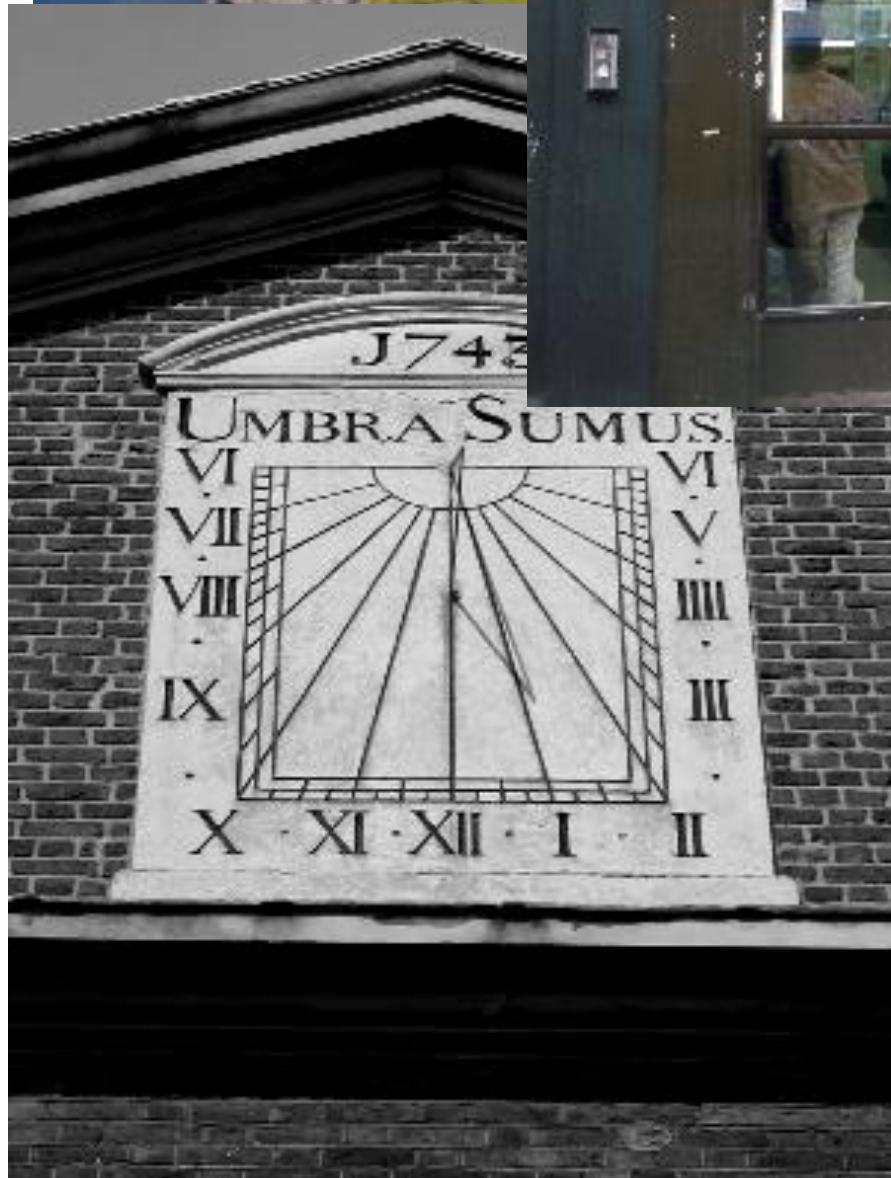


**Tower
Hamlets
Homes**

**Redefining the work-life divide
to improve mental wellbeing**

Steve Phillpott
Head of People Services
13 February 2020



Tower Hamlets Homes



UKHA
INSIDE HOUSING 2019
LANDLORD OF THE YEAR



Tower Hamlets Homes



**Tower
Hamlets
Homes**

English councils brace for biggest government cuts since 2010 despite 'unprecedented' budget pressures

Main source of government funding for local authorities set to be slashed by 36 per cent next year, warn councils

Monday 1 October 2018

 **INDEPENDENT**



UC *Universal
Credit*

Councils 'at breaking point' due to budget cuts and rising social care bills

**The
Guardian**

Tower Hamlets Homes



26.02.19



Flexible working being led by the public sector, Softworks survey finds

The public sector is leading the way in regards to flexible working, with 94% of public sector organisations offering this to employees, a new survey has revealed.

The survey by Softworks, in partnership with Public Sector Executive, sought to learn more about the flexibility within the public sector along with how current and future technologies could be designed to improve operational processes.

93% of public sector workers still pay into gold-plated pensions which have nearly vanished in the private world

- Workers employed by the state enjoy a lucrative defined benefit scheme
- It will pay them a set proportion of their salary when they retire
- By contrast, just 13 per cent of private sector employees get this benefit

By JAMES BURTON CITY CORRESPONDENT FOR THE DAILY MAIL

PUBLISHED: 00:31, 27 March 2018 | UPDATED: 00:45, 27 March 2018



Public sector pay cap brings wages to lowest level in 25 years

08.02.16



Public sector pay 'approaching historically low levels', says IFS report

20 September 2017



Public sector pay cap scrapped, but most salary rises below inflation

24 July 2018



You've never had it so good...



Rising volume and complexity
of work amongst less staff

+

Static pay in a difficult economic
climate outside of work

=

**In April 2017, mental health issues
were responsible for 38.7% of our
overall sickness absence**

Tower Hamlets Homes



Tower Hamlets Homes



Our journey

2017: our employee benefits offer



- Same old benefits, been around for years – part of the furniture
- Lack of organisational identity/ employer brand
- Passive – sector pay constraints and a limited flexibility to change T&Cs
- Reactive/pedestrian approach to wellbeing – “you don’t care”



THH **buzz**

Get more for your bees & honey

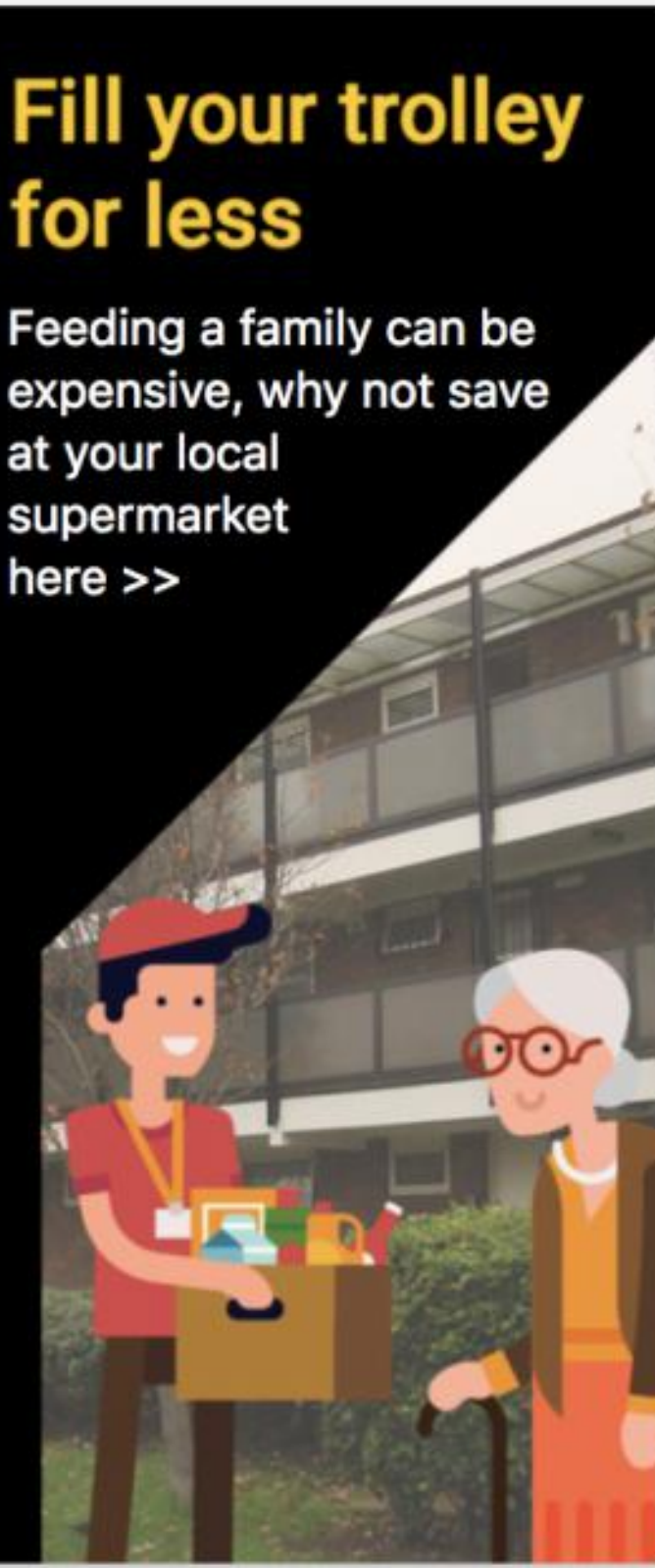
THHbuzz Benefits

Find out about all the benefits you're entitled to for being part of the THH family >>



Fill your trolley for less

Feeding a family can be expensive, why not save at your local supermarket here >>



Your Wellbeing Centre

We have a library of ideas to keep you best possible shape >>





Welcome to the Wellbeing Centre

Providing education, support and tools to help you live a healthier and happier life, because your wellbeing matters!



Quick Health Fact

Refined oils (like ones made of canola, grape seed, corn, sunflower or soybean) and especially hydrogenated oils, contribute to inflammation and the progression of diseases, so make sure you avoid these.

Move

Get active



[Explore more >](#)

Munch

Eat your way to a healthier you



[Explore more >](#)

Money

Impartial financial advice



[Explore more >](#)

Mind

Mastering your mental health



[Explore more >](#)

TRAIN YOUR BODY & MIND

Cardio Flow

by Beth Stuart

If you're short on time and looking for a fast-paced flow, then you're in the right place. This class will get your heart rate pumping through cardio vinyasa that also incorporates elements of interval training. You'll definitely be sweating on this one, so

Morning Stress Buster

by Celest Pereira

This short breath awareness exercise is designed to help you let go of stress and manage anxiety. A perfect mindfulness technique for any time of day.

Wellbeing Centre

Your wellbeing matters

[Home](#) > [Building Resilience](#)



Let's speak up about building resilience

In September we want to speak up about building resilience, which can reduce the impact that stress has on your life and improve your mental wellbeing. Resilience is not just your ability to bounce back, but also your capacity to adapt in the face of challenging circumstances, whilst maintaining a stable mental wellbeing. Resilience isn't a personality trait – it's something that we can all achieve.

How exercise relieves stress and improves resilience

Physically, exercise dissipates the build-up of the hormone adrenaline that is produced when we feel stressed. Adrenaline acts as a stimulant preparing the body for fight or flight when you perceive something as a threat. The problem today is that stressful situations don't always allow you to physically run away or fight what you perceive as a threat, therefore our adrenaline levels build up and we increasingly feel "all wound up with nowhere to go".

Take an exercise break. A 15 minute brisk walk at lunch time will help you to unwind and relax after the stresses of the morning. It

TRY SOMETHING NEW TODAY

[Explore more >](#)



Lamb and Mint Burger with Cheese and Onion Chips

"What's more British than cheese and onion?" our Chef André asks. "Mint and lamb, perhaps?" he replies. So, go on, get stuck in - and let us know what

[Get it here >](#)

45 min

829 kcal



STAY FINANCIALLY FIT

[Explore more >](#)



Caring for your elders

by Heidi Allan

What you'll learn Many of us have lots of things on our plate everyday – working, running a house, looking after children and increasingly more of us are caring for older relatives

[Read On >](#)



Budget Planner

Put yourself in control of your money.

Powered by





FirstCare

Absence Management Solutions



Expanded Support:

Nurse-led Sickness Absence Reporting



Destigmatising Mental Health: Mental Health First Aid Network

He said it wouldn't happen again.
I can't tell anyone or he says he'll tell my family I'm gay.

KNOW
you're not alone

We're here and we can help. If you are experiencing domestic abuse, or know someone who is, call our confidential Employee Assistance Programme on 0800 015 7287.

If you suspect that a resident is suffering from Domestic Abuse, more advice about how we can help is available via the staff intranet.

Tower Hamlets Homes



Destigmatising Domestic Abuse: 16 Days of Activism



wear it **pink** breast cancer **now**



Destigmatising Cancer:
Wear it Pink!



Destigmatising Financial Health: Financial Wellbeing Programme

SmartTech™



Destigmatising loan finance:
SmartTech

A “net salary deduction benefit” - i.e. it is not a “salary sacrifice” scheme, and so has no NMW implications.

Operates as an interest-free loan from your employer.

The employee:

1. logs onto THHbuzz;
2. browses and chooses tech;
3. Applies for an eGift card to its value;
4. Uses eGift card in store or online at Currys PC World;
5. Unwraps and enjoys!

Cost of eGift card recovered from salary in instalments.

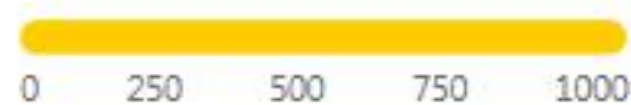
Welcome to SmartTech™

Get the latest tech from your salary at the lowest price

[Browse now](#)

£1,000 to spend

from £1,000 total



[My Basket](#)

[Order History >](#)

In-store, online and delivered

Tech from a store you can trust at a time which suits you

Currys PC World

[Browse now](#)

Know which tech you want

Get an eGift Card for its value now



[Get eGift Card](#)

Categories

[See all >](#)



**Tower
Hamlets
Homes**

For the employee

**Tasty, Quick,
AND EASY**

SmartTech™

**INTEREST FREE CREDIT
0%
APR
NOW AVAILABLE**

**SPREAD
THE COST
WITH
MONTHLY PAYMENTS**

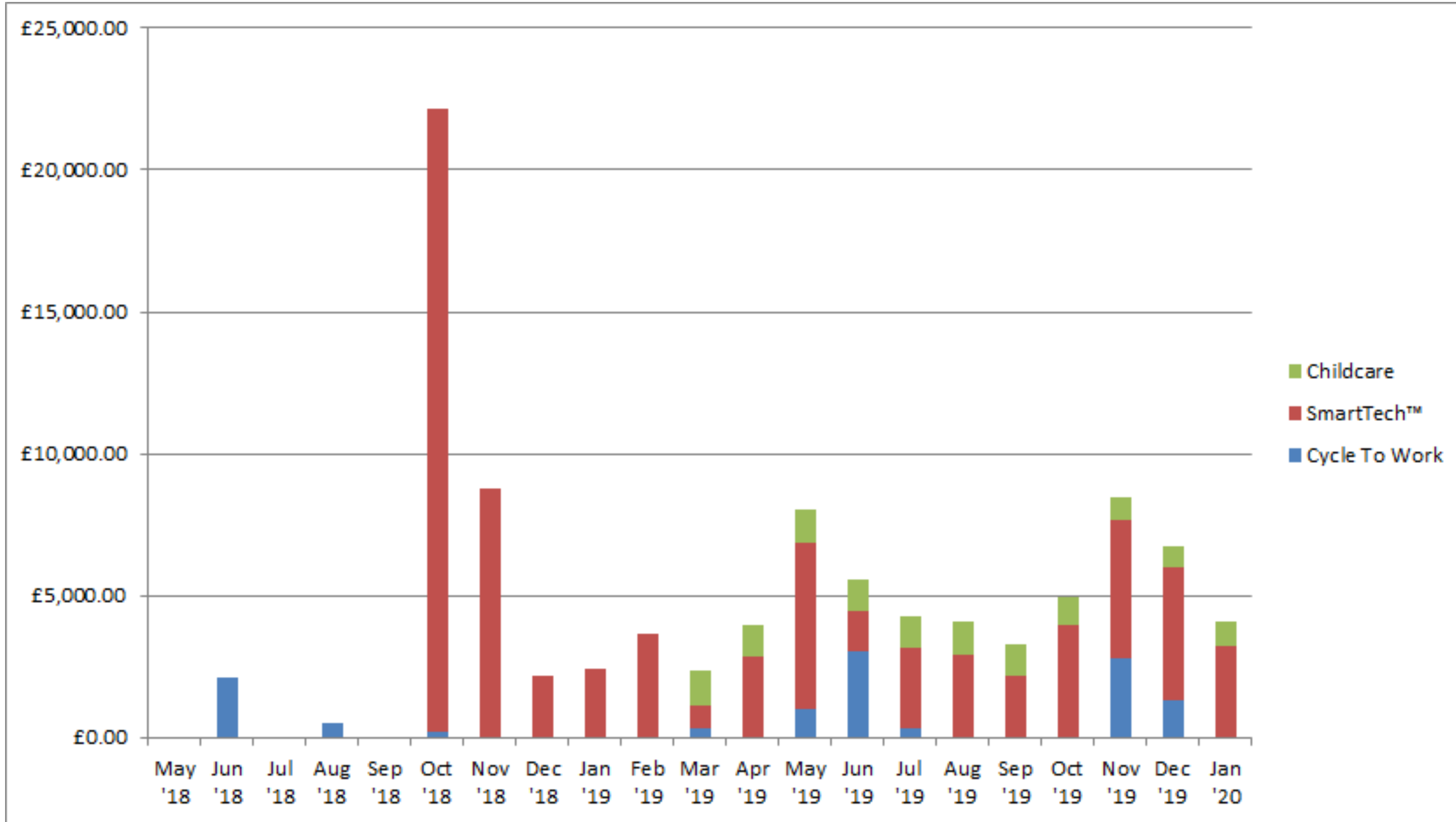
£

For the organisation



- Simple administration via Reward Gateway portal.
- Full control of cashflow.
- Strengthens employer brand values – “Everyone Matters”.
- Lower sickness, higher retention.

Take-up



Quotes from our staff

“The launch of SmartTech came at a perfect timing for me as I needed a new laptop urgently. Rather than waiting for payday, I was able to use the SmartTech scheme to instantly purchase the laptop I wanted without having to fork out hundreds of pounds out of my savings. What better way to purchase the gadgets I love using an interest free loan!”

“I’ve used SmartTech TWICE this year – once to purchase some wireless headphones, and then to help contribute towards my MacBook Air. I wouldn’t have been able to buy either without an extra helping hand, and knowing that the money goes out of my pay check (interest free!) without even having to think about any repayments is great.”

“I found the application/approval simple, very quick and easily understandable. I was able to get my gifts from a quality shop at a reasonable price.”

“SmartTech allowed me to gift my mum £1000 of kitchen hardware, including a brand new cooker. The process was so easy and pain free. I was able to choose how quickly I wanted to pay it back so you aren’t put under pressure and can chose the best option that suits you. Amazing initiative – not only is my mum happy with her new equipment, but I am also seeing the benefits!”

Confidential support when **you** need it most

- Telephone counselling support
- Personal legal advice and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year



BHSF Employee Benefits Limited is authorised and regulated by the Financial Conduct Authority.



Expanded Support: EAP and Face-to-Face Counselling

Tower Hamlets Homes Presents International Women's Day: **Her Story**

Friday 8 March, 5pm at The Atrium
124 Cheshire St, London E2 6EJ

FREE EVENT
BOOKING REQUIRED

Join us for our special dinner event celebrating International Women's Day 2019

- Listen to inspirational stories
- Enjoy entertainment by an all-women group
- Network with local women-owned businesses
- Relax with a massage
- Have fun with lots of exciting activities

We will be launching our **Women in Leadership and Development Programme** – come and find out more!

IMPORTANT:
This will be a sit down dinner event and you must book tickets for all attendees – including any children. Networking and bazaar from 5pm, main event starts 6pm

To register and book your tickets, scan the QR code or visit:
<https://goo.gl/vBnB2t> (case sensitive)

For more information contact: yasmin.aktar@thh.org.uk 0207 364 6911

RESTLESSBEINGS

Tower Hamlets Homes

BIM

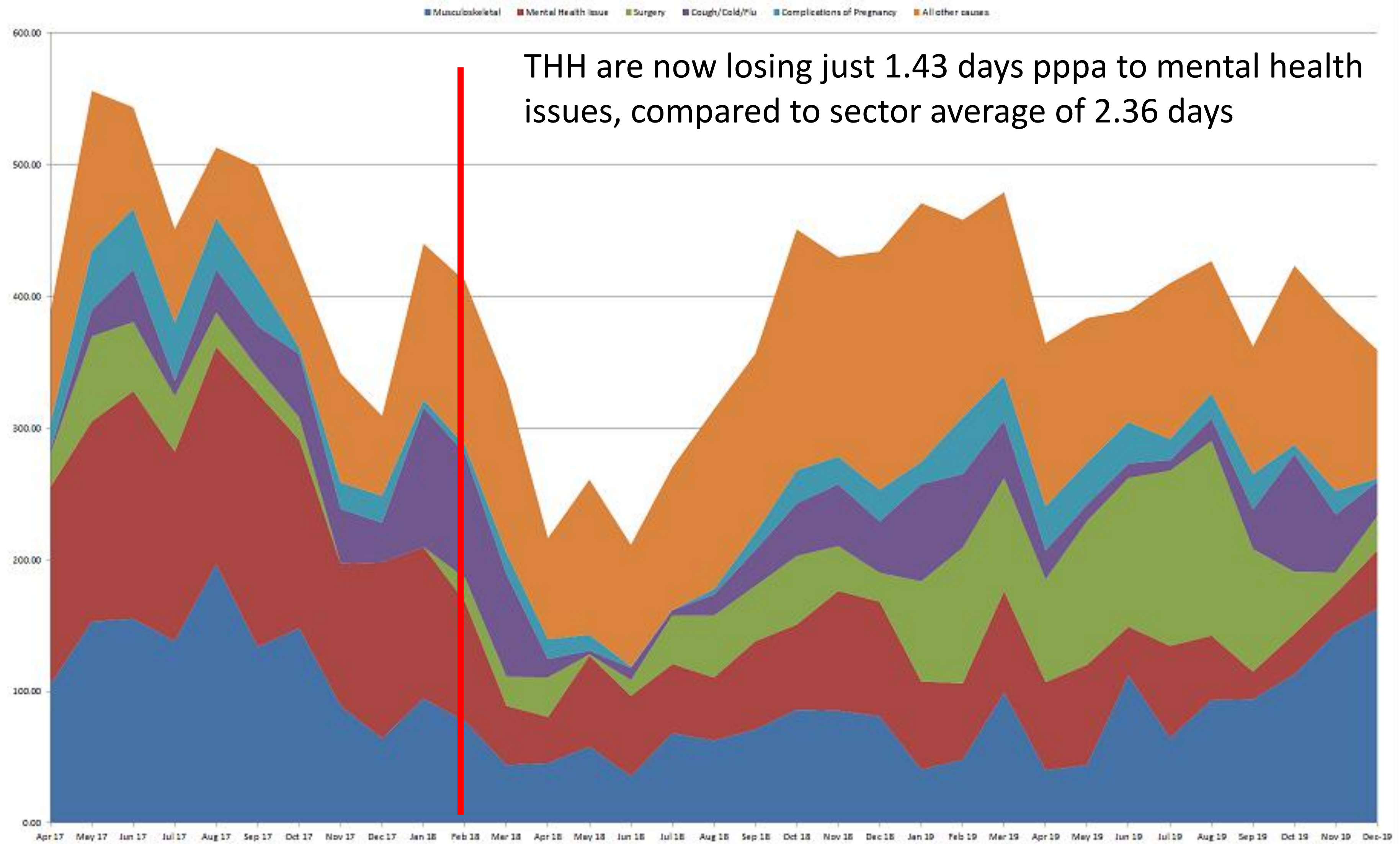
BLACK HISTORY MONTH



“Everyone Matters”
Diversity Programme



Results – sickness (working days lost)



Results – sickness (length)

Average length of mental ill health sickness episodes in the 12 months preceding:

December 2017



29.4 days

December 2018



17.5 days

December 2019



10.3 days

Results – staff perceptions

Percentage of employees agreeing that THH cares about the wellbeing of its employees:

February 2018



53%

January 2020



74%

Conclusions

- **Recognised that mental ill health had become a big issue for our staff** – and one that our benefits offer didn't really help address.
- Recognised that employees saw **interplay between stuff** that happens at work and at home, and wanted their employer to help them manage in both of their "lives".
- Took a broad approach that crosses all "wellbeing" strands – mental, financial, physical
- **Being open about being human:**
 - We all have mental, financial and physical health
 - Destigmatising having a negative life experience – **"it's OK not to be OK"**
 - Linking to a positive inclusivity agenda – we value the diversity of your experiences
- **Tied to our Values**
 - "Everyone Matters" and is valuable to us, inside or outside of work
 - "Make Life Easier" through collaborating with our employees, adult to adult

What's next for "the perfect nanny"?



- Have we really cracked mental health, or are we seeing presenteeism?
- Manager resilience – are managers able to handle more disclosures re mental health?
- Dusty terms and conditions which lack humanity
- Wider financial support – Workplace ISAs, salary-deducted loan products, interest-free salary advances for rental deposits



Questions?

ZZ
Im
BUZZING
to tell you
MORE

stephen.phillpott@thh.org.uk