

## Staff Wellbeing Confidential Support Webinar Transcription

Maizy Jenner0:06

And it's now started. And so Steph and Becky, I will hand over to you to introduce yourselves and get on with the presentation.

Becky Young0:14

Thanks, Maisie. So hello. You're joined by myself, Becky and Steph. And so I look after the benefits side of the University of Huddersfield and Steph looks after everything in terms of well-being, which covers your employee assistance program. And so yeah, today, like Maisie said, welcome to your staff. well-being confident, jewel support information webinar. So just to move forward.

So just to talk through what we'll go through today is it, who are Viva? I'll run through your savings and your employee benefits how you can register onto the platform, I'll run you through a demonstration of your platform as well. Steph will run through how your employee assistant program works and then we will do a Q&A at the end. So if you have any questions, feel free to pop them in the chat or you can say in them at the end and myself and staff will answer them for you.

So just a little bit of background to Viv Up. So we are UK leading employee benefits provider providing health and wellbeing solutions and thousands of discounts for your everyday needs in terms of lifestyle savings as well. So these are just a couple of screenshots of what your platform looks like which I will take you through shortly. And so just to give you a reminder, you do have high 5 which is a reward and recognition platform. So if you do have your phone on hand.

Please feel free to give someone a high five, open that app or log into web browser and just give someone that special. Thanks for something they've done this week.

So we've just ran through high five. So that's the platform to recognize your colleagues. And just to say thanks for a good job well done. So if you haven't done so already, please do that now.

Becky Young2:09

So moving on, you have access to your cycle to work benefit on the platform, which I'll share you. So this allows you to spread the cost of the bike over the 12 months or 18 months and through your salary. So you do actually save on income tax and National Insurance tax. So the savings of up to 42%. So if you're looking at getting a bike, it's the most cost efficient way of purchasing a bike. So please feel free to have a look on the platform. I'll shorten your show you where you can find that as well.

See moving on to lifestyle savings. So put simply, we save you money, we give you access to discounts with many of the UK's major businesses supporting local businesses and the larger ones as well. On the right hand side, you can see these are just some of the categories that we cover and the top ones being supermarket, dining out cars and motoring, home and garden High Street. And then of course, mobile broadband and utilities as well. So I will show you that in just a moment when we go on to the demo.

So you would be sort of circulated that information too. So if you do have a minute to register, if you've not already registered, please do so and as well as the employee assistance program, we have lots of additional support around downloadable CBT, self help workbooks, a couple of recommended apps and some other support services which are run onto on the next slide.

Thanks Becky. So again just a little bit background, all our counsellors are at least three-year qualified.

And they hold all the market industry qualifications there. We'd like to give our clients continuity. So when someone calls in to the service, they will have the same counsellor that covers all the sessions, because this directly influences a more positive outcome and it really helps clients to build up that relationship and that trust with a counsellor and individuals can actually choose their counsellors. So if they want to be gender specific, they can ask. And if anybody has a cultural or.

Sort of an ethnic and persuasion that can also ask for that as well. So always make sure that you're really comfortable with the counsellor and if there's ever any sort of issues or you want to switch counsellors, always let the clinical team know and there will support you with that. And we're all about as short.

Term solution focused approach. So as I said, it's all that that short term support and it's really does clinically revolve around that person centred sort of self help and cognitive behavioral therapy support as well. So what does the 24/7 telephone look like so you can see here a really clear matrix. So it's easy to see what you can sort of access through our ERP. And as I've mentioned the 24/7 support is there for you day and night or you can have the more structured. Through and get up to 630 minutes structured telephone appointments at date and time that suits yourself. We have 19 different cognitive behavioral therapy self help workbooks, lots of information, guidance and advice, and lots of different topics. As I say, 90 different topics and they can be found on the platform that are Becky has just demonstrated.

And some of these workbooks are quite lengthy, so there can be up to 35 pages long. So what we've done is we've also provided what we class as an easy reader version, so light version and there's also audio workbooks as well for anybody that likes audio books.

Next, we have one of our trusted partners, Bright Sky, and this is a domestic abuse resource and app, again free to download and this is for anyone who may be in an abusive relationship or they have concerns about someone else, but lots of help and information there for anybody that that is in that situation or needs to help a family friend around domestic abuse. Then we have my mind pal, which is the mental fitness app.

And free to download. So this is really about that choice. So anybody that is app savvy and just like support on the go, please feel free to download the app and this is to help with mental fitness. There are lots of exercises everyday working through daily routines at talks about relaxation techniques being in the moment. So lots of information there, as I say for anybody that likes that support on the go.

And we've also got ask Bill now this you can if you Google, ask Bill, you would see this cause it's in the general domain that we felt that it was so relevant to what's happening at the minute around the utility costs and that the rising costs and sort of at cost of living and it's free and impartial. Lots of help, advice and tips and looking at how you can maybe reduce your utility bills and manage your money a little bit better looking around any issues that individuals may have. As well as looking at emergency situations as well, because there is help for people that may need to save sort of fuel vouchers and things, so it's worth having a little lock. There's even sort of a process there to help you with managing your money a little bit better as well. So please take a look. So lots of lots of helpful information and tips on that. And then finally we've got through again another trusted partner Angel Advance and this is a free online.

24/7 again, debt advice and facility and this is to help anybody that is struggling with finances and may need a little bit of help to get them back on track. Thanks a lot Becky.

So what happens when you call the the 24/7 telephone support? It's really easy. Give us a call and once you're into the service, she will be asked a few questions and for example, your name, date

of birth. Who are your employer is. But as I said, that is just really to identify that you do have cover with vivot because all the calls are fully confidential and you will then be triaged through into a councillor and we like to get in our clients through into see a counsellor within five working days. So it is a really quick.

Turn around. I'm. I'm not sure if you've got any managers on the call this morning, but this the support line is also there to help with managers. So if any managers are having sort of a difficult conversation with the team member or they've got a difficult situation and just need a little bit of help and support around that, please do give us a call because that is part and parcel of the service. Also the CBT workbooks that I mentioned here, you'll see all the different themes.

And as I mentioned, we've got the full PDF, we've got an easy read version or we've got the self help audio books and some really great, you know, really great read here and lots of useful information they can. Sorry, can you just go back there, OK, also the workbooks can be downloaded, they can be printed, they can be moved around. If you've got any internal comms that you're working on, again as a manager or team leader, please utilise the information that great for all the staff.

To get some really great advice and and support there. Thanks Becky.

And we also have lots of regular blogs and podcasts that again, we load onto our platform. So again, take a look because there lots, some, some great blogs and podcasts there, that's just a little example of what we can offer. But for again for that choice, if people prefer a podcast or blog, please feel free to have a look around and listen, thanks, Vicky. And then finally, to access, as we've mentioned, really easy either visit the unique URL link which will give you fast access into all the help and support around the employer assistance program. Also if you land on to sort of the dashboard around the EAP there is a back button that you can click and it will take you back to the main platform. If you did want to have a look at the benefits and the lifestyle savings or if you do need to call please call us on 03303800658.

And that's the end of today's webinar. And if you have any questions, please feel free to give us a shout.