

Staff rewards and wellbeing handbook

Benefits, discounts and health and wellbeing initiatives for staff



Welcome to the CNWL staff rewards and wellbeing handbook, which includes information about the unique discounts, offers, benefits and health and wellbeing initiatives you can enjoy when you join CNWL. Some are open to your family too.

We are always looking for ways to invest in and support our staff. You are the stars of CNWL – the people who provide care, develop relationships and make important decisions. That's why we are constantly looking to develop new and exciting rewards and incentives.

We hope you find the contents of this handbook of interest. If you have any questions, ideas or suggestions, please contact our Staff Benefits and Wellbeing Coordinator on: cnw-tr.benefits@nhs.net

Information about all of our benefits is on our partner website MyTrustBenefits (MTB) and on Trustnet.

MTB offers over 1400 discounts at hundreds of retailers nationwide. You can share the link with your family too and encourage them to sign up.

You can save money on your weekly food shops, household bills, toiletries and cosmetics, cinema tickets, meals out and holidays or weekend breaks.

Offers are continually updated so we advise you review this before shopping to make sure you are taking advantage of the latest deals. It also has online learning courses as well as our wellbeing zone POWR.

If you are aware of any local benefits, please let them know and they will get them added on to the site.

We also advertise all of our benefits and wellbeing initiatives on Facebook and Twitter, search @CNWLPeople and tag us using #CNWLReward and #CNWLWellbeing

Nigel Redmond

Director of Human Resources

Rewarding our staff

Celebrating our staff

Our monthly Hidden Gem Awards ([#cnwlgems](#)) promote best practice within CNWL and reward staff for their extraordinary efforts. Winners receive a £50 voucher and a trophy. Hidden Gem Award winners are put forward for the Employee Gem Award which is presented at our Staff Gem Awards.

Our Staff Gem Awards honour staff and teams who have demonstrated an exceptional quality of work and is our chance to say thank you.

To nominate a member of staff for a Hidden Gem award, please email hiddengems.cnwl@nhs.net.

For details of all rewards described in this booklet visit [MyTrustBenefits](#) or [Trustnet](#).

We also advertise all our benefits by searching [@CNWLPeople](#) on Facebook and Twitter, and using the hashtags [#CNWLReward](#) [#CNWLWellbeing](#)

Long Service Awards and retirement gifts

We really value continued service to the NHS and formally recognise those who achieve continuous 20, 30 and 40 years CNWL service while working for us. A £100 award is made for every 10 years of service after 20 years.

We will automatically contact you the month after you have completed your service. If you think you should have been contacted, please email employee.awards@nhs.net with your continuous start date at the NHS.

Retirement gifts are awarded to any member of staff who retires with more than 15 years continuous NHS service and have worked for CNWL for at least 2 years. You can also claim £75 towards a retirement party. Please fill in an application form which can be found on [MyTrustBenefits](#) or [Trustnet](#).



Health and wellbeing

In 2018, we received the Healthy Workplace Achievement Excellence Award from the Mayor of London in recognition of the significant support we offer staff and the healthy workplace we create.



Positive Occupational and Wellbeing Resource (POWR)

POWR is an online resource which supports you to take personal responsibility for your own wellbeing. It helps you to identify areas of your life that you are performing well in and areas which require encouragement or help.

POWR will guide you through exercises in mindfulness, emotional wellbeing, nutrition and general physical exercise. As you complete these simple exercises over time you will feel the benefit.

Just like talking to your local Doctor, POWR will first ask you a number of questions about yourself. Based on your answers, POWR will generate a specific plan tailored to your needs. The plans guide you through the steps to be taken in order to improve your health and wellbeing. Plans are really easy to do and take very little effort to complete. In many cases the plan is as simple as treating yourself to a luxurious bath, or putting some time aside to walk for 20 minutes during your lunch break.

POWR can be accessed via our benefits portal **mytrustbenefits**.

CNWL Occupational Health Service

Our Occupational Health Service can help you to:

- Stay fit and protect your health at work
- Handle illness or disability with minimum effects on your health and performance at work.

Occupational Health Service can be contacted on **020 3317 3350** or **occupationalhealthcnwl@nhs.net**.

Employee Assistance Programme (EAP)

We work in partnership with People at Work, who provide our EAP.

This free and confidential service can help you with personal problems or other issues including:

- Emotional support
- Coping with stress and depression
- Citizens advice
- Financial and debt planning
- Careers coaching
- Planning for retirement.

Through the EAP, you can access to face-to-face counselling. This is confidential and offered by People

at Work counsellors who are experienced and accredited with the appropriate bodies.

They also offer a managers advice line.

People at Work can be contacted via their website. The log in details are: My organisation: **CNWL**
Password: **Support4**

They can also be contacted on 0203 286 1545 or emailed at **support@peopleatwork.co.uk**.

Staying Well at Work Service

The Staying Well at Work Service offers tailored employment related support to staff with severe and long term mental health problems and is based on the employee's needs in relation to their job. The service will support employees with developing and maintaining well-being strategies for work and provide support to help overcome difficulties.

Please contact our Staying Well at Work Service Coordinator, Julie Pearson at **juliepearson2@nhs.net** or ring 07951 208524.

Physio Med

A physio education zone and advice line and treatment service is available for staff. You can learn more about a specific condition or injury on Physio Med's online education zone 'Know your body'. The education zone also provides valuable information on how to best-prevent injuries and conditions. Understanding a condition can benefit your treatment and recovery programme.

Physio Med's advice line delivers quick, evidence-based, expert intervention and advice for muscle and joint problems from a senior chartered physiotherapist. You can be referred to the advice line by the CNWL Occupational Health Service. The advice line is designed to reduce the aggravation of injuries and help recovery. Staff using the advice line will be given a self-management plan consisting of advice and video exercises. Face-to-face physiotherapy may be arranged, if needed.

If you have sustained an injury and feel you would benefit from this service, please contact the Occupational Health Service.

Slimming World

We have partnered up with Slimming World and are offering a limited number of subsidised vouchers for you to join your local 12 week programme at a lower cost of £27.25.

At your local group you will have access to trained consultants who will guide and support your journey as well as access to online materials and recipes.

For more information and how to apply, please contact the benefits team – cnw-tr.benefits@nhs.net

Headspace

Headspace is an app that delivers courses on mindfulness and meditation in the form of bite-sized exercises and videos.

Headspace is meditation made quick and easy. It has been shown to help people stress less, focus more and sleep better. Headspace will teach you to meditate and live mindfully with a few spare minutes every day.

It's free to all CNWL staff who are interested in giving meditation and mindfulness a chance to be incorporated into their daily lives. For more information on how to access Headspace, please email cnw-tr.benefits@nhs.net



Resilience for Life E-Learning course

This course on the Learning and Development Zone (LDZ) will provide you with tools and techniques for thinking about and managing stress and human emotions in the workplace. Visit: <https://cnwllearning.org/course/view.php?id=1066>.

Mental health first aiders

We are now training mental health first aiders. If you are interested in becoming one please see the Wellbeing Zone and Trustnet for training dates.

Conflict at Work

The Conflict at Work Service is a stepped pathway to support any member of staff who feels they may be being bullied or harassed at work.

Once staff has got in contact they will be given an advisor who will coach them to think about solving the issue. They will build up self-esteem and resilience to enter into constructive dialogue. The advisor is available to support, coach and mediate the whole process. The pathway can be found on **MyTrustBenefits**.

To access this service please contact Conflict at Work helpline on 020 3137 1160 and speak in confidence to an adviser.

Critical Incident Support Service

We have a dedicated service to help staff who have been through a traumatic experience at work and need further support. After an incident at work it is normal to experience stress reactions that continue for weeks, and may need help coming to terms with.

Occupational Health can support your recovery and advice returning to work or referring you for further treatment. You can call the Occupational Health Service on 020 3317 3350 or email occupationalhealthcnwl@nhs.net. The pathway can also be found on **MyTrustBenefits**.



Staff Stress Management Pathway

The pathway is intended to support you during periods of stress by helping you in the following ways:

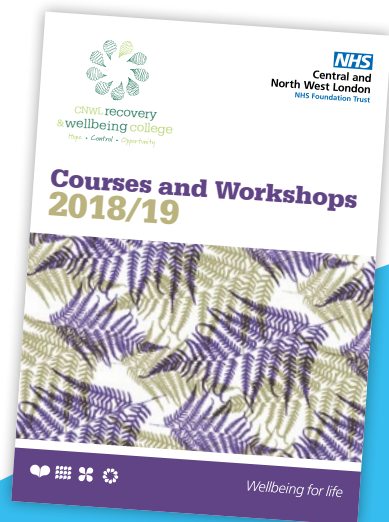
- To provide you with various assessment tools that will help you to identify the cause(s) of your stress
- To assist you with thinking about what you want to/can change about your situation
- To provide you with resources that you can use to support yourself through this period, and then on an ongoing basis to maintain your well-being
- To provide you with information about what support you can get from others to help you through this period
- To facilitate planning and reviewing your support needs until you are feeling better

We have also created a pathway for managers. Both pathways can be found on **MyTrustBenefits** and **Trustnet**.

Health and Wellbeing Training Prospectus

In conjunction with the Recovery and Wellbeing College, we offer a range of health and wellbeing courses for staff. Courses focus on physical health and mental and emotional wellbeing. This prospectus can be found on the Wellbeing Zone, MyTrustBenefits and our Health and Wellbeing Trustnet page.

At many of our sites we offer access to physical exercise classes such as, Zumba, core fitness and yoga. Our programme continues to develop in this area, check the Health and Wellbeing Trustnet page and the Wellbeing Zone for the latest classes being offered. You can also set up your own classes. Please contact **cnw-tr.benefits@nhs.net** for more information.



Supporting your personal development

Learning and Development Zone (LDZ)

LDZ is an online portal where staff can access all their mandatory and additional training courses. These can be online or face-to-face courses. They cover a range of clinical, non-clinical skills, professional and personal skills.

Visit the **LDZ website**.

Coaching

The CNWL coaching service is run by staff for staff.

Coaching offers a safe and confidential space to explore issues of importance to you in your role. It is a flexible and accessible service and ultimately its purpose is to enable staff to develop more effective working practices. The coach draws on and builds from the life experience of the coachee and strengthens self-directed learning and personal growth.

To apply as a coach, please review the Coaches page on Trustnet fill in an application form and send to **cnw-tr.orgdevelop@nhs.net**.

Coaching has been defined as:

“The art of facilitating the learning, development and performance of another”

(M. Downey, 1999)

Mentoring

A mentor is a guide who can help the mentee find the right direction and can help them develop solutions to career issues. We operate a mentoring database, which puts potential mentees in touch with mentors. All staff, at all levels of the organisation are able to apply to the mentoring scheme. To get started, visit our **mentoring database**.

If you have any queries, please contact **cnw-tr.orgdevelop@nhs.net**.

MyTrustBenefits – Learnplus

MyTrustBenefits also gives you exclusive access to a variety of personal and professional development programmes and courses. With 'LearnPlus' you can explore subjects you're passionate about. Enjoy free online courses from top universities and specialist organisations. With 'Easy Upskill' you get access to discounted online skill development courses. Development possibilities are endless. Register at **MyTrustBenefits**.

Developing Diverse Leaders Scheme

The scheme is for Black, Asian and Minority Ethnic Groups (BAME) staff who are looking to move to a senior management or Board level post. The Trust's current Directors – Executive, Divisional, Borough and Service – will provide a mentoring role, sharing their experience and expertise to senior BAME staff who want to advance their careers. The programme is open to staff in a Band 8A role or above.

To apply please fill in an application form found on **MyTrustBenefits** and send to **cnw-tr.orgdevelop@nhs.net**.

NHS Leadership Academy

To develop outstanding leadership in health, the NHS Leadership Academy offers a range of programmes to help equip future leaders with skills, knowledge, attitudes and behaviours they need to be successful.

Find out more on the **NHS Leadership Academy website**



Discount and offers

Salary sacrifice schemes

We offer a range of salary sacrifice schemes throughout the year. This allows employees to pay discount rates for a range of benefits through monthly payroll deductions, meaning you do not have to pay National Insurance or NHS Pension Contributions on the cost of the sacrifice (if you are a member of the NHS Pension scheme). All schemes are accessed through our salary sacrifice portal, Vivup.

Current schemes include:

- Home electronics: purchase home electronic goods available from Curry's
- Cycle to work: purchase bikes and bike accessories.
- Bike Shop: order components and bikes over £1000, as well as bikes for the kids.
- Gym membership: pay for your gym membership through salary sacrifice
- Cars: purchase a new low emission car and have your insurance and tax included in your monthly cost
- Mobile phones: purchase the latest sim free, pay as you go phones and accessories.
- Travel and Leisure Scheme: Choose from flights, accommodation, music festivals and cruises or theatre tickets through Travel accounts.

Please check **MyTrustBenefits** or **VivUp** for the schemes on offer.

Motor Source Group

Motor Source Group offers a 30 percent discount on the purchase and leasing of new cars. A variety of finance options are available including Drive Now, Pay Later. Staff also have the opportunity to receive monthly promotions. Start using your benefits today by visiting the **Motor Source Group** website.

Travel discounts for staff

A local firm **Fenlese Travel** and Tours has offered dedicated access for our staff for discounts on special tickets to ceremonies such as the Bafta's, Oscar's and Brits, fashion shows, movie premiere and Mobo awards, as well as tours in the UK and internationally on cruises and private jets as well as offers on concert and theatre tickets, airport parking discounts and hotel and spa breaks.

Cinema tickets

You can purchase an e-voucher and simply exchange for cinema tickets on either the website or box office. Vouchers are valid for any day, any film and anytime. To register and book your tickets, please visit Cinema Society access via **MyTrustBenefits**.

Lifestyle Savings

MyTrustBenefits gives you access to thousands of discounts, cashbacks and savings all in one easy place. It offers over 1400 discounts at hundreds of retailers nationwide. Save money on your weekly food shops, toiletries, cosmetics, cinema, meals out, holidays, travel and entertainment. Register at **MyTrustBenefits**.

Study discounts for staff

NHS staff can get a 50 percent discount off a number of short courses at Imperial College Business School. Courses include Marketing in a Digital World, Strategic Innovation – Creating Sustainable Growth and Managing Customers for Competitive Advantage. For more information please email **a.magakian@imperial.ac.uk**.

Tusker car scheme

Our car lease benefit scheme allows you to swap some of your salary before tax for a brand new car. There is no deposit and everything is included: More Than insurance, all servicing maintenance and repairs, MOT costs, road tax and breakdown assistance. To find out more information visit **vivup.co.uk** to create an account and click on the 'Car Scheme' option.

Red Guava

Red Guava provides NHS employees with access to a wide range of lifestyle benefits. You will get discounts on entertainment, health, finance, motoring, shopping and travel. All staff working within the Trust can browse the website and take advantage of any of the offers listed.

Visit the **Red Guava website** and login with the user name **CNWL** and password **BENEFITS**.

Eye tests

We have partnered with The Service to offer free onsite eye tests to all staff and their friends and family. Site visit dates will be promoted on MyTrustBenefits, Trustnet, the Reward and Wellbeing newsletter and social media.



Local benefits

Staff Networks

CNWL staff networks are open to all staff. Staff are welcome to join any staff networks with which they identify.

Please find below the list of current networks we have along with contact details.

- The Black, Asian and Minority Ethnic Network Group (BAME) – **cnw-tr.bame.cnwl@nhs.net**
- Lesbian, Gay, Bisexual, Transgender Plus Staff Network (LGBT+) – PRIDE@CNWL – **lgbt.cnwl@nhs.net**
- Carers at Work Staff Network (CAW) – **cnw-tr.carers.cnwl@nhs.net**
- Disabled Employees Network (DEN+) – **cnw-tr.den.cnwl@nhs.net**
- Lived Experience of Mental Health Staff Network (LEMH) – **cnw-tr.lemh.cnwl@nhs.net**

Accommodation

Although we do not have our own staff accommodation, we have some resources available to help you find somewhere to live. This is both for buying and renting.

Please see **MyTrustBenefits** for a list of resources.

CNWL Recovery and Wellbeing College

All of our staff are welcome to attend any of the courses offered by the Recovery and Wellbeing college.

For more information or to sign up to a course, please visit the **CNWL Recovery and Wellbeing College website**.

Charity Funding

The CNWL charity has some funding that you can apply for to support projects and initiatives. Please contact Andrew Machin, Associate Director of Charity Development and Project Manager on **andrew.machin@nhs.net** for eligibility criteria and more information.

Trust membership

We offer all employees Trust membership which includes:

- Access to our quarterly member's magazine, Body and Mind. Through the magazine and the news pages of our website, we publish regular stories about the great work our staff do. If you would like to promote something in the magazine, please contact **communications.cnwl@nhs.net**.
- Invites to exclusive member's events. These might range from seminars on a range of health topics to open evenings where you get to listen to some of our medical experts.
- A chance to have your say by taking part in surveys about the Trust or letting the Trust Governors, who represent members, know your views.
- The opportunity to stand and vote in elections for the governors
- Union support, we work in partnership with representatives from all the local recognised Trade Unions and professional bodies including Unison, Royal College Nursing, British Medical Associate and Unite.

Flexible working

We've updated the flexible working policy which means you can apply to work flexibly to help you to effectively strike a balance between your career and life outside of work.

We recognise that things can change over time so as part of your ongoing supervision and appraisal you have a regular opportunity to discuss your working arrangements with your manager.

To apply for flexible working please fill in an application form found on **MyTrustBenefits** (appendix two of the Flexible Working Policy) and submit to your manager.



Financial Wellbeing

Interest free loans – season tickets and car parking

You are entitled to apply for an annual interest free standard season ticket or car parking loan if your contract of employment or external funding is for a period which exceeds the expiry date of the ticket (that is, a minimum of twelve months) and your net monthly pay is sufficient to cover the deduction of the loan.

You need to apply through our Expenses on Demand system. If it is approved by the second of the month, it will be paid in that month's salary. You will then need to purchase your ticket and submit your receipt. Season ticket and car park loans will be paid through the monthly payroll. Once the Season Ticket or Car Park Loan is made, it will be deducted in 10 equal instalments commencing in the month in which the loan is issued.

If you have any queries please contact expenses.cnwl@nhs.net.

Buy and sell annual leave

Staff can 'buy' or 'sell' their annual leave by up to a maximum of five days. The salary enhancement will be paid as a non-pensionable supplement. You will still need to take a minimum of 22 days, if you sell five days. Your line manager will need to complete a change form via greenlight and update Healthroster.

Weekly paid bank work

You will receive weekly payments for any bank shifts or overtime you complete within any of our services across the trust.

Credit Union

You are able to access credit union services with a salary savings scheme allowing you to have saving payments deducted directly from your salary. They also offer low cost loans.

For more information visit the **Credit Union** website.



Attractive pension scheme

An NHS pension scheme includes:

- A pension and a tax-free lump sum when you retire
- Family benefits
- Ill health retirement benefits
- Life assurance cover of twice your annual pay

All pension benefits are based on salary and length of membership of the scheme. Find out more about the NHS pension at www.nhsbsa.nhs.uk/pensions

MyEva – Personal Digital Financial Advisor

MyEva is your always available, always accessible, regulated financial adviser. She's here to help you achieve your financial goals, no matter what your starting point. MyEva can help you with everything from building up savings to finding the right mortgage and so much more.

Visit the **MyEva website** to get started.



NHS national benefits

Annual Leave

Your holiday is linked to your length of service in the NHS.

When you join as a full-time employee, you're entitled to 27 days a year. This increases to 29 days a year after 5 years, and 33 days a year after 10 years' service. There are some differences based on your speciality:

Consultants:

- 32 days annual leave a year for less than seven years of completed NHS service
- 34 days annual leave a year after more than seven years of completed NHS service.

Speciality doctors and associate specialists:

- 27 days annual leave a year for less than two years of completed NHS service
- 32 days annual leave a year after two years of completed NHS service
- 34 days annual leave a year after seven years of completed NHS service.

Trainee doctors:

- 27 days annual leave a year on first appointment to the NHS
- 32 days annual leave a year after five years of completed NHS service.

Discounts and offers

There are a wide range of NHS discount sites:

- Health Service discounts
- NHS Offers
- Blue Light Card
- NHS Staff Benefits
- Health Staff Discounts
- Healthcare Staff Benefits

Feedback

We are always looking at ways to improve our rewards and wellbeing offering, please tell us what you think of the current benefits and what we should look to introduce at cnw-tr.benefits@nhs.net

Reward Champions

We are always looking to recruit new reward champions to help communicate our range of benefits and wellbeing initiatives. If you are interested in becoming one or finding out more, please email cnw-tr.benefits@nhs.net.

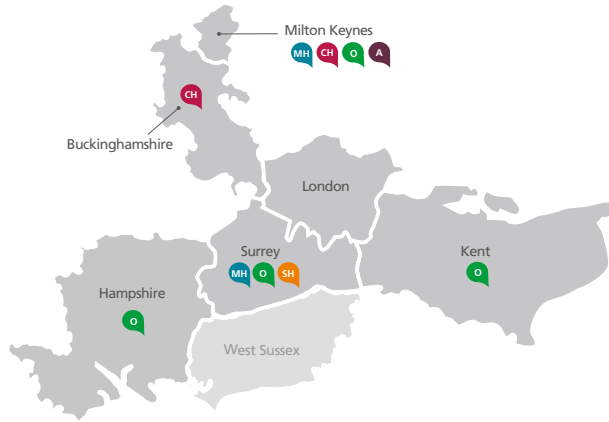


Follow us for the latest benefits and wellbeing initiatives

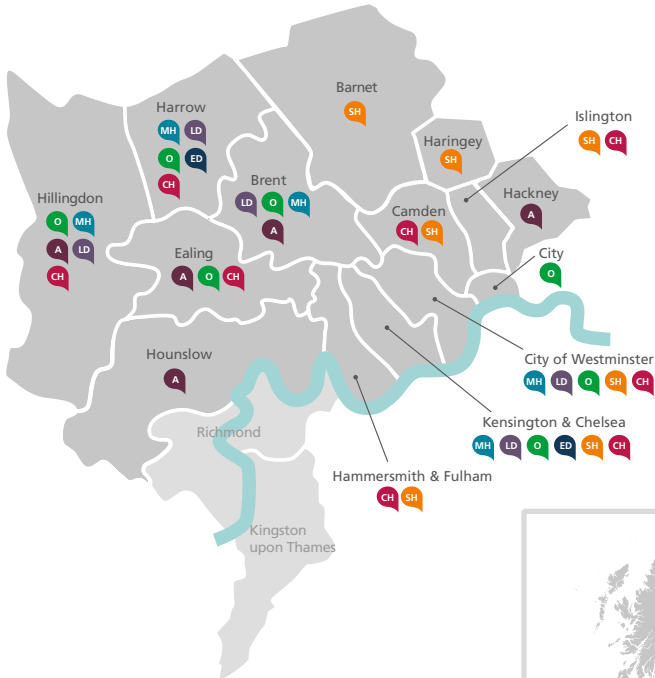
@CNWLPeople
#CNWLReward
#CNWLWellbeing










Services in the south of England



Services across London



-  Sexual health services
-  Learning disabilities services
-  Addictions
-  Community services (adults and children) (Buckinghamshire: dentistry only)
-  Mental health services
-  Eating disorder services
-  Prison healthcare and offender care services

