

# 2016 REVIEW

Supporting the health and wellbeing of the banking community

We provided 42,518 interventions\*

\*A service or activity undertaken by or provided to individuals, within a specified reporting period.



107,745 Website visitors

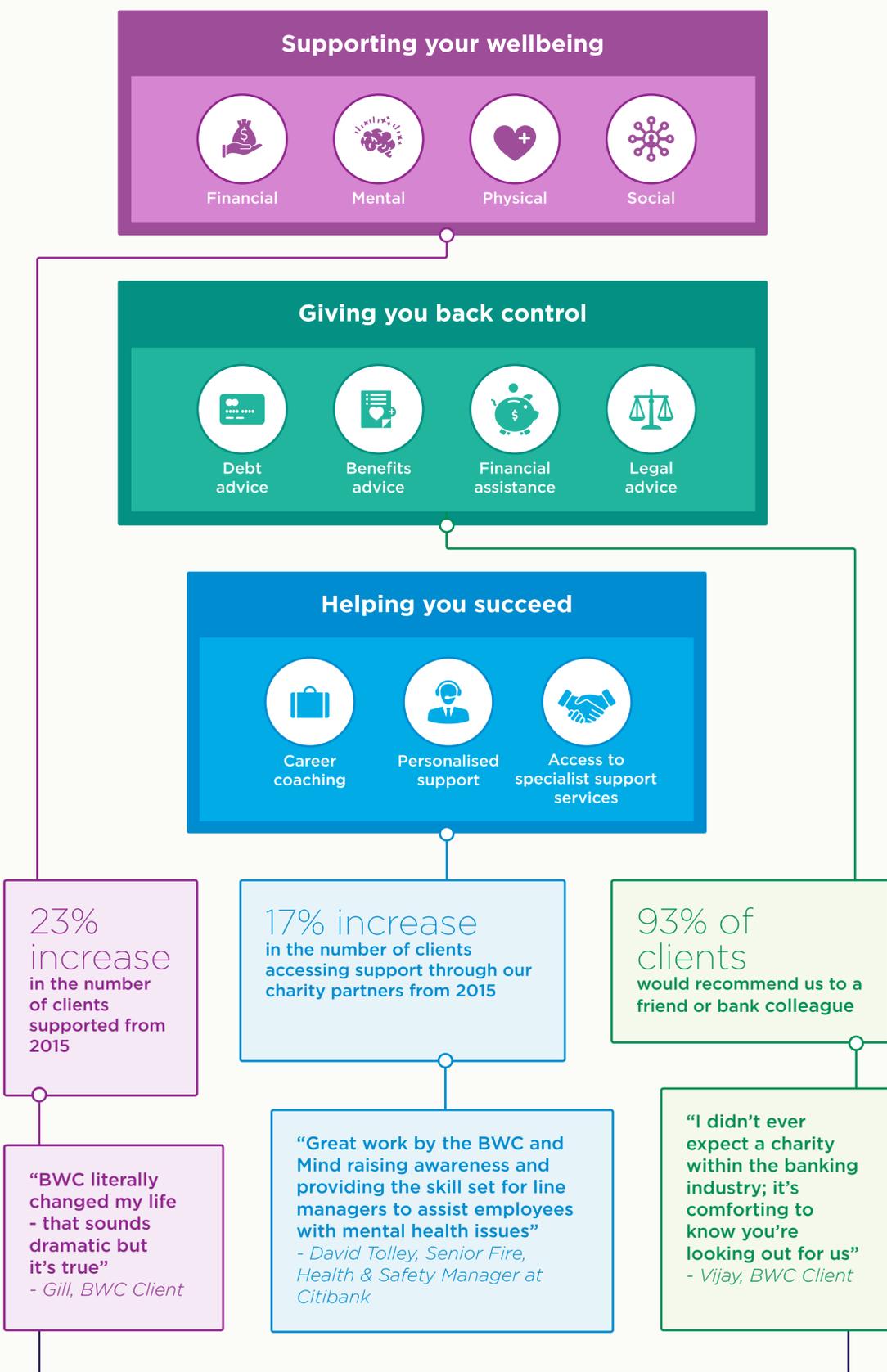
Support was provided to 1,347 clients



Our helpline handled 8,118 calls

## HOW WE HELPED PEOPLE IN 2016

We continue to provide tailored services from complex support needs to information and advice to promote wellbeing at home and at work



## WHAT'S NEW?

We're always looking to provide new areas of support to address the changing needs of our community. In 2016 we listened and undertook a range of initiatives

### Strategy refresh

We've undertaken significant research including focus groups, one-to-one interviews and in-depth surveys which has reinforced our findings and also generated new learnings and opportunities

### Understanding your needs

We're developing more primary interventions using online based resources and improving our range of secondary interventions using our expert partners

### Line Manager Mental Health Training

Developed in partnership with Mind and successfully piloted in four banks, we've trained almost 200 line managers who manage more than 600 people

### Workplace wellbeing blog

Helping us to establish our place as a thought leader in this field and grow a community of interest within the banks

### Digital

We're working towards the provision of personalised wellbeing services delivered through a single digital hub designed to learn from and respond to changing user needs

### Partnerships

We now have a partnership with Anxiety UK, Cruse Bereavement Care, Law Express and Renovo to provide additional support services