



# TOUCHSTONE BENEFITS 2021



## WORK, LIFE, BALANCE ETHOS



Achieving outcomes with the communities we serve is the reason we exist but staff can only do their best if they are healthy and happy. At Touchstone, we encourage all colleagues to maintain a strong work life balance by offering a range of initiatives such as flexible working, individual and team health and wellbeing funds, fun staff away days, access to counselling, confidential staff helpline and agile working.

## DIVERSE AND INCLUSIVE ORGANISATION



Touchstone recognises the assets of all the communities we work with and takes great pride in being representative of those communities. We have Board-led targets on both recruitment and service delivery to ensure we are serving all communities fairly. We monitor our performance regularly and report on our outcomes to the Board, staff and stakeholders. In 2020, Touchstone has 40% BAME staff, 21% LGB, 4% Trans/Non-Binary, 73% female and 16% of staff have declared a disability. 32% of the people we work with are BAME, 7% LGB and 2% Trans/Non-Binary, 45% women and 43% of the people we work with declared they had at least one disability.

## FUNDRAISING FOR OTHER CHARITIES



Staff are able to “give something back” at Touchstone as we allow all staff to volunteer for a day a year for another charity for which they receive full pay. We also encourage staff to fundraise for other charities via our annual Tour de Touchstone fundraising event which has raised thousands over the years.

## COMPREHENSIVE INDUCTION



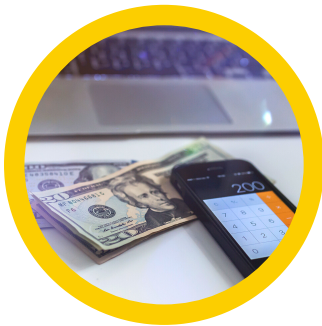
As well as a “welcome” email, outlining all the things you can expect to find at Touchstone, we also ensure each new employee gets a comprehensive induction into their new service and team as well as the organisation via full induction days, or online induction meetings. New staff are also offered buddies and visits to other Touchstone services.

## OPPORTUNITY TO REACH YOUR FULL POTENTIAL



Touchstone seeks to support staff to maximise their full potential whilst at work, including training and development, the opportunity to be coached as well as a focus on career progression. 25% of all new roles recruited to in 2019/20 were secured by existing employees.

## COMPETITIVE PAY RATES



Touchstone is committed to paying staff a fair and competitive wage and we have therefore committed to paying the real living wage. We also undertake a desktop review of all pay every 3 years to ensure we are still in line with the market for each role within the organisation.

## HEALTH AND WELLBEING DAYS



As well as giving all staff a small annual health and wellbeing budget, each team also has an annual allowance so that teams can enjoy a bit of co-designed rest and relaxation. Team and individual budgets can be pooled and this can also be topped up with each service’s training allowance to make the day extra indulgent.





## **SOLUTION FOCUSED POP UP SESSIONS**

From time to time, staff have great ideas about how we can solve problems as an organisation and we set up “pop-up” sessions so that all interested colleagues can help us find the right solutions. This helps develop leadership skills and is a great way to meet staff from across the organisation.



## **MENTORING / REVERSE MENTORING FOR STAFF**

Every year, members of SMT offer the opportunity to all staff to be mentored for the following 12 months. We also ask staff to reverse mentor managers/SMT in areas they are less knowledgeable about such as disability, gender identity, particular religions or lived experiences.



## **INCLUSIVE MATERNITY AND PARENTAL POLICIES**

Touchstone offers staff generous Maternity pay and Parental Leave and we ensure we include all staff in our policy language by being particularly inclusive of different gender identities and sexual orientation.



## **VOLUNTEERING**

Touchstone offers you the opportunity to volunteer for another Charity, for up to a day a year. This can be spread out over the year or undertaken in one day. You can use your day to volunteer and get involved in environmental projects eg trees planting schemes (Woodland Trust)





## **CYCLE TO WORK SCHEME**

Touchstone is trying to be more environmentally friendly and offers colleagues access to a cycle to work scheme which gives an interest-free loan to all staff wishing to buy a bicycle



## **HEALTH AND WELLBEING BUDGETS**

Staff can access their individual health and wellbeing budget of £25.00, to go towards an activity which supports a person's mental and physical wellbeing. If a person wants to access this budget, they have to gain authorisation from their line manager first.



## **HOLIDAY ENTITLEMENT**

Touchstone offers very generous leave entitlement starting with 28 days (pro-rata). Staff can also choose to "buy" an additional 3 days (pro-rata) leave a year if they wish, starting from April 2021.



## **FREE CAR PARKING**

All Touchstone offices have free car parking



## **LEADERSHIP MASTERCLASSES**

Touchstone delivers 6 Leadership Masterclasses a year for all staff to enjoy. Led by inspirational speakers, the masterclasses also offer a free vegetarian lunch and a chance to meet colleagues and partners from across the areas we work in.



## **ACCESS TO CONFIDENTIAL EMPLOYEE ASSISTANCE**

All staff have access to 4 free counselling sessions from our in-house provider. Alternatively Touchstone will pay for 4 sessions for a counsellor of your choice on receipt of proof of insurance and qualifications.



## **ORGANISATIONAL AWAY DAYS**

Touchstone holds 2 mandatory organisational away days every year. The first is the TOSCARS (Touchstone Oscars) and TAFTAs (Touchstone Absolutely Fabulous Team Awards). The second away day is a fun, usually activity-based day with lots of complementary therapies, arts and crafts and gorgeous food.



## **AWARD CEREMONIES**

Touchstone celebrates its fantastic colleagues via our annual awards ceremony; the TOSCARS (Touchstone Oscars) and TAFTAs (Touchstone Absolutely Fabulous Team Awards) where we say thank you for all the hard work during the year.



## **INTERNAL AND EXTERNAL TRAINING**

Touchstone provides a wide range of internal and external training for staff, some of which is mandatory, like safeguarding, GDPR and LGBT and Equality and Diversity training. Training is usually identified at an individual and team level and there is a training allocation for all staff with organisation-wide training being funded separately. In 2020, Touchstone introduced a new e-learning platform for all staff which is additional to face to face training and development.



## **PENSION SCHEME**

Touchstone has a stakeholder pension scheme which we contribute 3% of salary to and staff at least 5%.



## **COACHING AND MENTORING**

Touchstone is a coaching and mentoring organisation and all our managers are offered access to an ILM level 3, 5 or 7 qualification.



## **ACHIEVEMENT DAYS**

Touchstone celebrates the achievements of staff at least annually by holding “celebrating your achievements” sessions with time to reflect on successes and, of course, cake!



## **MINDFUL EMPLOYER HELPLINE ACCESS**

This is a 24/7 independent and completely confidential staff helpline. offering support for whatever life throws at people eg work, relationships, health and wellbeing, debt, legal problems, workplace challenges to personal difficulties. Staff Helpline – 0300 555 6006.



## **POSITIVE ACTION GROUPS**

Touchstone has a standing Diversity Action Group that looks at our Diversity and Inclusion handbook and any policies that need reviewing but also focuses on action the organisation needs to take as a result of our annual staff/service user demographics review. As well as this, we have ad hoc “pop up” groups looking at issues that arise, such as gender identity and Genuine Occupational Roles. These groups are open to all interested staff.





## ACCESS TO LGBT GROUPS AND NETWORKS

Touchtone has an LGBT+ staff Network and an LGBT Allies Group called Pink Pals. Pink Pals arranges a range of LGBT+ related educational and awareness-raising events throughout the year and leads on celebrating Pride every August. The LGBT+ Network is a social safe space for staff to meet 4 times a year.



## JOIN MAKE A DIFFERENCE TO THE ENVIRONMENT (M.A.D.E)

This is a group of staff who are passionate about the environment who meet regularly to discuss how Touchstone can be more environmentally friendly and advises Senior Management Team on the action it needs to take to improve such as using only reusable cups at events.



## JOIN SIMPLYHEALTH

For access to health and wellbeing cost reductions, join Simplyhealth through your payroll.



## STAFF RECOGNITION

There is a culture of saying “thank you” at Touchstone and if you get a compliment from colleagues, service users or others, expect to get a letter of thanks from the CEO and maybe even a bunch of flowers!



## JOIN A UNION - UNISON!

Touchstone recognises Unison and encourages all staff to become members. You can choose to pay via payroll.



## **LATE START AND EARLY FINISH FOR A SPECIAL OCCASION**

Staff can have one day per year where they can start at 10.00 and finish at 4.00, but still class this as a full working day. This can be either on a person's birthday or as part of supporting their health and wellbeing.



## **FREE EYE TESTS FOR ADMIN / FINANCE**

All regular IT users (i.e. more than 50% of their role IT based) will have the cost of their eye tests reimbursed by Touchstone. During Covid-19, this offer is open to all staff as is access to up to £15.00 for headphones.



## **LEARNING AND DEVELOPMENT OPPORTUNITIES**

Learning and Development are a key part of Touchstone's Strategic Business Plan objectives. Individual development plans are agreed with each staff member as part of annual appraisals and we offer a range of development opportunities such as mentoring, access to coaching and further training such as via ILM 5.



## **OPPORTUNITY TO TRANSFORM THE FUTURE OF THE ORGANISATION**

Staff are regularly encouraged to feedback on the way Touchstone operates and this includes helping to develop our Strategic Business Plan, which is agreed by the Board of Trustees.

## COUNSELLING SERVICE



Counselling service with Lesley Warriner available to all Touchstone staff members. Staff can access up to 4 confidential sessions, paid for entirely by Touchstone. If you have been accessing counselling before 21st June 2021, this will be unlimited to September 30th 2021. After 21st June 2021, you can still access up to 4 confidential sessions, paid for entirely by Touchstone. Touchstone will pay for counselling from a therapist of staff's choice – if for example they wanted a male counsellor or someone from a BAME or LGBT+ background. We just need to see a copy of their insurance and qualifications. Counsellors you can contact: Lesley Warriner 0113 2603340, / 0773 056 7275.



## PAID TIME OFF FOR CARING FOR DEPENDANTS.

We offer up to 5 days per annum paid Caring for Dependants Leave (CfDL) and we allow staff who are carers/parents to use upto 2 days of the CfDL to attend appointments with the people they are the main carer for.



## MENOPAUSE GROUP

Is a staff-led support and awareness-raising group for people affected by the menopause.



## BLACK STAFF NETWORK

Led by the CEO, this is a social safe space for staff to meet up to 4 times a year.



## TECHSCHEME



You can purchase technology through a salary sacrifice scheme. You can buy the items from Apple or PC World upto £1,000 and will have a maximum term of 12 months to repay this through your salary.

For further details please contact Zoe Bridge



## AGILE WORKING

Staff can request to agile work after being in post for 3 months. Please see Agile Working Policy.