

Tackling the stigma surrounding financial wellbeing conversations

8 February 2024

Welcome

Becky Wilson

Senior Programme Officer

NHS Employers

SUPPORTING OUR NHS PEOPLE WITH THE RISING COST OF LIVING

GROUP'S AIMS

- Today's ambition:
- IDEAS & APPROACHES TO SUPPORT STAFF WITH THE RISING COST OF LIVING
 - CREATE A SUPPORTIVE COMMUNITY OF PEOPLE



EXPLORE & LOOK AT LONGER TERM STRATEGIC IMPACTS & THEIR SUSTAINABILITY
JEN GARDNER

PROVOCATION OF THOUGHT & HOW WE MAXIMISE PARTNERSHIPS

FORCE FOR LOBBING CHANGE

FROM ISSUES TO SOLUTIONS

BE STRATEGIC

- ## Long term
- IN WORK PROGRESSION
 - FINANCIAL EDUCATION / WELLBEING
 - TACKLING THE STIGMA AROUND MONEY
 - SUSTAINABLE REWARDS OFFERS
 - EMBED A CULTURE OF FLEXIBLE WORKING
 - GETTING THE BASICS OF WELLBEING RIGHT
 - WORK IN PARTNERSHIP AT SYSTEM LEVEL

change in mindset

- ## Short term
- FREEBIES, DISCOUNTS & VOUCHERS
 - SHORT TERM FINANCIAL SOLUTIONS
 - SUBSIDISED FOOD

what we've tried since the last session...

- ADOPTION OF REAL LIVING WAGE
- STAFF HARDSHIP FUND
- EXCEPTIONAL SUPPORT FUND FOR STUDENTS
- MEAL DEALS
- FOCUS ON PARTNERSHIPS

ALI WEBSTER
HOW DO YOU OFFER DIFFERENT THINGS?
MANAGED SERVICES, LITERALS EXCHANGE, OPEN UP OUR APPROACH
LEAD THE WAY
DATA THROUGH APPROACH TO REQUIRED

KATE JARMAN
HELP PEOPLE MANAGE COSTS
AFFORDABLE & ACCESSIBLE CHILDCARE
ANY HOURS - WAY OF WORKING
FLEXIBLE WORKING
DON'T MAKE ASSUMPTIONS ABOUT THE SOLUTIONS

RUTH LOWE
BE BOTH RESPONSIVE & PROACTIVE - FUTURE PROOF
EDUCATE MANAGERS ON WHAT'S AVAILABLE
HOW DO WE HELP STAFF HELP THEMSELVES?
COST OF LIVING HUB
NUMBER ON PROCESSION
SUPPORTING THE COSTS OF LIVING
WHAT SERVICES ARE AVAILABLE?
PROPERTY EXPENSES
PROPERTY EXPENSES
SUSTAINABLE STRATEGIC APPROACH

- ## THEMES WE'VE HEARD...
- DECISIONS BASED ON STAFF FEEDBACK
 - OUR WORK IS CHANGING SO ROLES NEED TO TOO
 - CARERS RESPIRE & BACK UP CARE

BE BRAVE

PARITY

CHILD CARE COSTS & FLEXIBLE WORKING

STIGMA & FINANCIAL WELLBEING

IN WORK PROGRESSION

STUDENTS & APPRENTICES

TRAINING

- ## enablers:
- EVALUATION & MEASURING IMPACT OF SUCCESS
 - COMMUNICATION & REACH (E.G. DIGITAL INCLUSION)
 - WORKING IN PARTNERSHIP
 - INVESTMENT & UPSKILLING LINE MANAGERS

NHS Employers

BE FLUENT IN HAVING FINANCIAL WELLBEING CONVERSATIONS WITH STAFF
DIFFICULT CONVERSATIONS TRAINING

REALLOCATING RESOURCES & FUNDING TO MEET PRIORITIES

IT'S OKAY TO NOT BE OKAY
BOARD LEVEL CHAMPIONS THE WELLBEING

HEALTH & WELLBEING CHAMPIONS
EMPLOYER TO DO MORE, SUPPORT TRIPS DAMAGE

THERE'S ALOT WE DON'T KNOW ABOUT

FOUND PROJECT PLANNING HELPER... WE DON'T NEED TO OVER COMPENSATE

HAVE THE COURAGE TO CHANGE WHAT CAN BE CHANGED

visual by WEARELIM.COM

Cost of living hub to support employers

LONG TERM:



- IN WORK PROGRESSION
- FINANCIAL EDUCATION & WELLBEING
- TACKLING THE STIGMA AROUND MONEY
- SUSTAINABLE REWARD OFFERS
- EMBED A CULTURE OF FLEXIBLE WORKING
- GETTING THE BASICS OF WELLBEING RIGHT

ENABLERS:



- TAKING A DATA DRIVEN APPROACH
- COMMUNICATION & REACH
↳ E.G. DIGITAL INCLUSION
- WORKING IN PARTNERSHIP AT A SYSTEM LEVEL
- BOARD BUY IN
- INVESTMENT & UPSKILLING LINE MANAGERS
- SUPPORT VULNERABLE GROUPS

SHORT TERM:



- FREEBIES, DISCOUNTS & VOUCHERS
- SHORT TERM FINANCIAL SOLUTIONS
- SUBSIDISED FOOD

Jeff video

Tackling homelessness in response to the rising cost of living | NHS Employers

Agenda

1. Welcome, introduction and context setting

Becky Wilson, Senior Programme Officer, NHS Employers

2. Supporting employees with the rising cost of living

Morgan Bestwick, Policy Advisor, Joseph Rowntree Foundation

3. Financial Wellbeing at Royal Berkshire NHS Foundation Trust

Suzanne Emerson-Dam, Deputy Chief People Officer, Royal Berkshire NHS Foundation Trust

4. Q&A session

Chance for you to ask our speakers their advice and hear their top tips on financial wellbeing and stigma

5. Next steps, evaluation and close

Hear about our future cost of living masterclass from NHS Employers and how you can stay involved in this conversation

Morgan Bestwick

Policy Advisor

Joseph Rowntree Foundation



Supporting employees with the rising cost of living

Morgan Bestwick, Policy Adviser

Overview

- Context of in-work poverty and the cost-of-living crisis
- How can employers take action?



Many households feel less secure and resilient

As the cost-of-living crisis began:

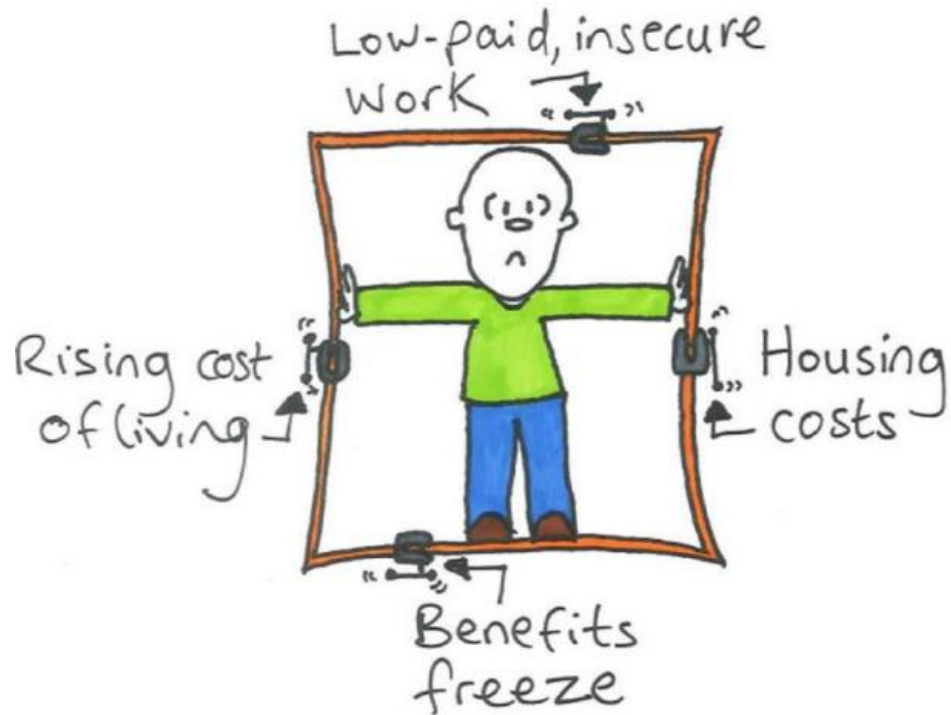
- The basic rate of benefits was its least generous for 40 years
- The UK was facing rising levels of destitution
- Increasing numbers of people were having to rely on food banks

In 2021/22 more than 1 in 5 of us in the UK was experiencing poverty – 14.4 million people.

Our latest data on destitution – the most severe form of hardship – found 3.8 million people experienced it in 2022, including around one million children. This is almost two-and-a-half times the number of people in 2017.



In-work poverty



Work doesn't always enable households to be financially secure:

- In 2021/22, 15% of all working-age adults in a household with someone in work were in poverty.
- This can mean struggling to make ends meet on low pay – and include facing unpredictable and insecure hours, or not being able to fit as many working hours as you want around caring responsibilities and health needs.

What should employers do?



Building on existing good practice

We know of employers who have supported their employees in recent years through:

- Implementing cost of living pay rises.
- Providing one-off additional cost of living payments to support their staff.
- Starting more open conversations about financial worries.
- Suspending additional costs such as parking charges.
- Sign-posting employees to specialist support and guidance.

In JRF's recent **Poverty in Scotland** report, members of the **End Poverty Scotland** group reflected on how their employers had already made a difference:



'My employer has been great, making sure my shifts work for my childcare.'

Laura, Glasgow

'We are not having to travel at peak times which is a big help.'

Grace, Glasgow

'They seem genuinely concerned and interested in what would help us, it was the same during Covid.'

Laura, Glasgow

Looking at workplace culture

- Reducing the stigma for staff sharing their experiences could help employers prioritise doing what will make their employees feel more financially secure.
- In other contexts, like our social security system, stigma around accessing support can prevent people from getting the support that they're entitled to.
- And workplace culture and how you are treated at work – being treated with dignity and respect, having a supportive manager and positive relationships – are all as important to 'good work' as issues like your pay and working hours.

Taking action to help address in-work poverty

- Understanding people's experiences, and reducing stigma around seeking support, is a first step – which needs to lead to action to improve people's financial security.
- And there are other key actions that employers can already take, including:
 - Engaging with employees directly, as well as unions and other staff bodies
 - Making fringe benefits go further
 - Looking at core business practices which impact on security, such as:
 - Flexible working and working patterns
 - Secure and predictable working hours
 - Training and progression opportunities
 - Pay, for example through accrediting with the Real Living Wage
- Thinking about your whole workforce: in-house and outsourced employees





Thank you

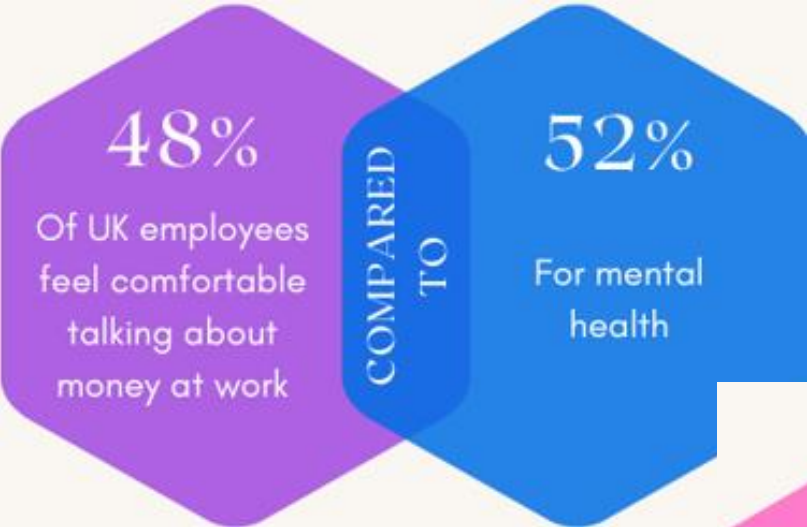
Suzanne Emerson-Dam
Deputy Chief People Officer
Royal Berkshire NHS Foundation Trust

A decorative graphic on the left side of the slide, featuring a purple circle at the top, a teal curved shape below it, and a yellow curved shape at the bottom, all partially overlapping.

Financial Wellbeing at Royal Berkshire NHS Foundation Trust

By **Suzanne Emerson-Dam, Deputy
Chief People Officer**

Financial Wellbeing and Stigma

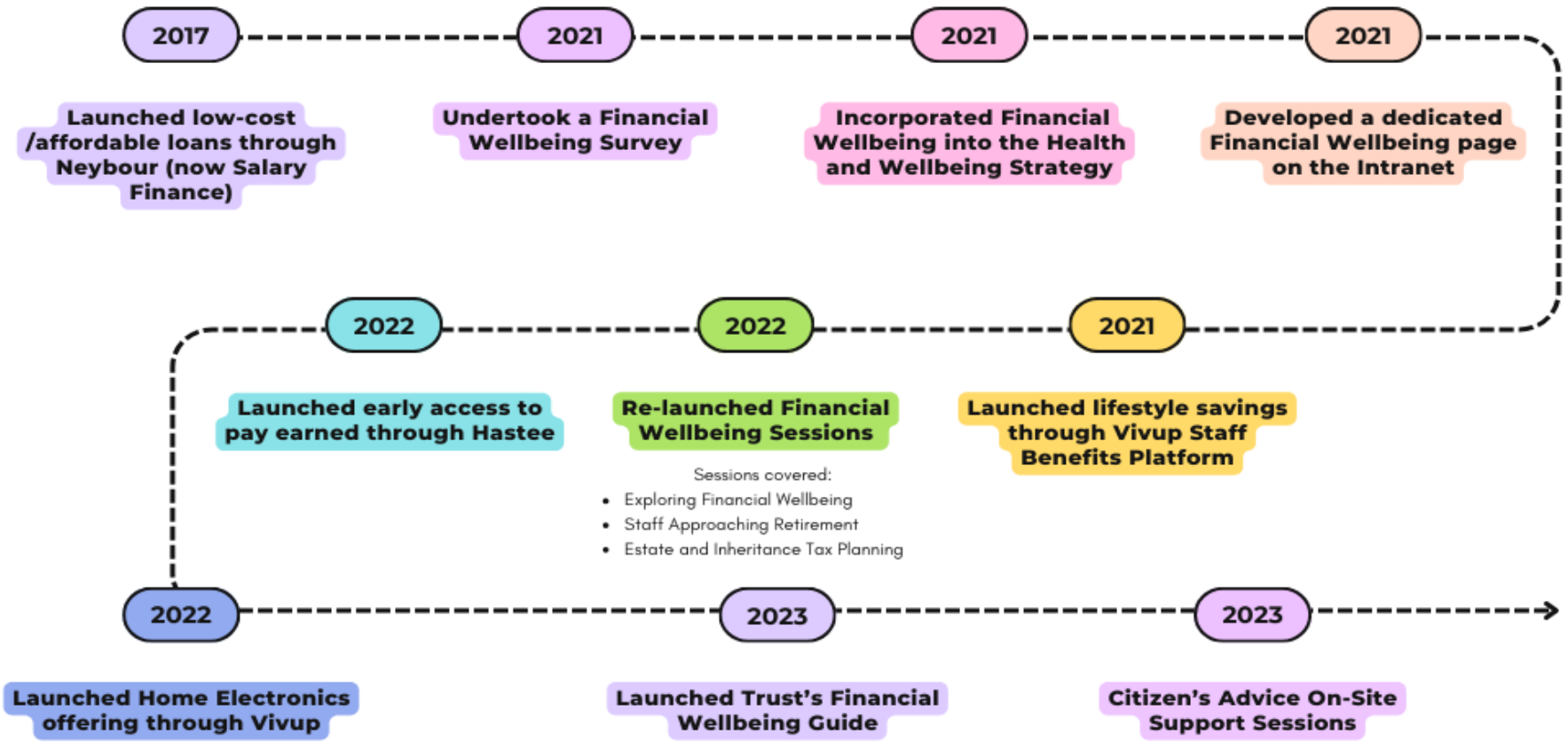


Of the employees who have not told their employer about their financial concerns,

- the highest proportion (42%) say it's because they don't think their employer can help with
- the next highest (19%) due to feelings of shame and embarrassment

Source: Bippit – Dynamics in Financial Wellbeing – The Stigma Edition 2023

Royal Berkshire: Our Financial Wellbeing Journey



Financial Wellbeing Survey – Sample questions

1. Compared to the pre-pandemic period, do you feel more or less financially secure?

2. Do you predict that you will become more or less financially secure in the next 12 months?

3. Have money worries ever affected your ability to do your job?

4. Which of the following aspects of financial wellbeing are most important to you?

*earn a sufficient wage so that my family/dependents enjoy a reasonable lifestyle

*able to save enough for the future (retirement/buy a home that meets my changing needs)

*staff benefits that protect me/my family if I fall ill/lose my job

*opportunities to develop and progress my career

*access to flexible working, rostering, shift patterns that allow me to balance my work

5. What are the main barriers you face in managing money as well as you would like to?

6. How well communicated is the Trust's reward package?

7. Would you like the Trust to provide you with access to financial information, guidance, and/or advice in the workplace?

8. On what particular topic(s) would you like to receive support?

9. How would you like to receive this support?

Financial Wellbeing Survey – Key results (1)

1. Compared to the pre-pandemic period, do you feel more or less financially secure?	No Change 37.33%	A bit more financially insecure 25.75%	A lot more financially insecure 20.60%
2. Do you predict that you will become more or less financially secure in the next 12 months?	No Change 31.33%	A bit more financially insecure 26.39%	A lot more financially insecure 13.73%
3. Have money worries ever affected your ability to do your job	No never 42.06%	Yes, a little 37.55%	Yes, a lot 11.15%
4. Which of the following aspects of financial wellbeing are most important to you?	Earn a sufficient wage so that my family/dependents enjoy a reasonable lifestyle	Able to save enough for the future (retirement/buy a home that meets my changing needs	Staff benefits that protect me/my family if I fall ill / lose my job
5. Which of the following measures would improve your current financial wellbeing?	Earn a sufficient wage so that my family/dependents enjoy a reasonable lifestyle	Able to save enough for the future (retirement/buy a home) that meets my changing needs	Staff benefits that protect me/my family if I fall ill / lose my job

Financial Wellbeing Survey – Key results (2)

6. What are the main barriers you face in managing money as well as you would like to?

Only earn enough to get by each month

The amount of hassle involved such as switching energy supplier

Difficulty in interpreting jargon of financial products and services

7. What do you think of the current rewards package of pay and benefits?

Neither satisfied or dissatisfied
31.97%

Dissatisfied
25.32%

Very dissatisfied
14.16%

8. How well communicated is the Trust's reward package?

To very little extent
33.04%

To some extent
32.40%

To no extent at all
22.96%

9. Would you like the Trust to provide you with access to financial information, guidance, and/or advice in the workplace?

Yes
62.01%

Don't know
19.09%

No
14.59%

10. On what particular topic(s) would you like to receive support?

Pensions and retirement
210

Savings and Investments
152

Financial planning
132

Cost of Living

The following arrangements were put in place by the Trust to support staff:

Signposting to local food banks

“Best Value Range” food available in Trust restaurants

Signposting to school uniform swop shop

Hastee – early access to earned pay

One-off cost of living payment to staff

Increased mileage rates



Financial Wellbeing Page

Financial Wellbeing Support

Learn about a range of information and support relating to financial support for RBFT staff

RBFT Financial Wellbeing Guide for Staff

Visit link: <https://royalberkshire.workvivo.com/file/412767>

Hastee - Salary Advancement Scheme

Hastee is an app that offers immediate access to a portion of your pay when you've earned it. No Credit check. No Debt. No interest.

Visit link: <https://royalberk.hasteeapp.com>

Salary Finance - Low interest loans for staff via salary deduction

Affordable loans and money saving tips and advice

Visit link: <https://home.salaryfinance.com/royalberkshiresfoundationtrust>

Vivup - Staff discounts and benefits platform

Vivup Staff Benefits and Discount site for lifestyle savings - [download a brochure of available offers.](#)

Visit link: <https://www.vivupbenefits.co.uk/benefit/lifestyle-savings/>

Employee Assistance Programme - EAP (via Health Assured)

24.7, 365 confidential advice, guidance and support on the impact debt and financial uncertainty can have on your health.

Call: 0800 028 0199 or download the 'My Healthy Advantage' app from your app store and enter code MHA077002

Citizens Advice:

Free on-site support for those living/working in Reading

[Click here to find out more](#)

Financial Wellbeing Webinar exclusive for RBFT Staff

[Click here to view](#)

NHS Money Helper Service

Formerly Money Advice Service, this service provides you with free, independent support.

Typetalk - 18001 0800 915 4622

Call - 0800 448 0826

WhatsApp - +44 7701 342 744

Web Chat - <https://webchat.moneyadvice.org.uk/newchat/chat.aspx?domain=people.nhs.uk>

Visit Link - <https://www.moneyhelper.org.uk/en>

Unison

UNISON offers: Financial advisors / welfare support / home fuel support / cashback with a variety of shops / mortgages and home insurance savings / discounted car insurance & breakdown cover / savings on buying a Vauxhall car / health and dental plans / life insurance / debt advice / pet insurance / discounted holidays / travel insurance.

Join online via [join.unison.org.uk](https://www.unison.org.uk) and then contact your local office to claim any discount.

GMB Union

Discounted rates on legal costs, free will writing / preferential rates on loans and savings / accidental death cover / access to free accredited bursaries / personal injury cover / discounted days out / discounted car insurance / discounted glasses / dental plan. Join online via <https://www.gmb.org.uk/join-gmb> and then visit <https://www.gmb.org.uk/extra> to claim any discount.

Grants - Junius S. Morgan Benevolent Fund ([juniusmorgan.org.uk](https://www.juniusmorgan.org.uk))

Open to nurses, midwives and HCAs. They provide one-off grants awarded are in the region of £1,000 for; Rent / mortgage / Council tax / utility bills / Essential decorating / Furniture / Medical equipment

Grants - Hardship Grants | [Royal College of Nursing Foundation \(RCN\)](#)

Do not need to be a member of the RCN to apply. Open to nurses, midwives, Nursing Associates, Nursing Apprentices and HCAs. Have to have less than £4,000 savings or capital. Grants (up to £1,000) covers: Essential white goods / Travelling expenses for attending medical appointments / Mobility aids / Computers / Home adaptations due to disability / Rent deposits / Removal costs / Storage fees / Bankruptcy and debt relief orders / Urgent household repairs / furniture / medical equipment / NMC registration fees / utility bills / clothing / rent / Mortgage / childcare.

Grants - NHS England Grants and Financial Support Guide

<https://royalberkshire.workvivo.com/file/468471>

Money Saving Expert - Cost of Living Crisis Survival Guide

The UK is amid a cost of living crisis. Prices are rising at rates we haven't seen since the 1970s – energy, broadband, water, council tax, food, fuel and more. This is a guide to surviving this situation.

Visit Link - <https://www.moneysavingexpert.com/family/cost-of-living-survival-kit/>

NHS Prescription Prepayment Certificates

A PPC could save you money if you pay for your NHS prescriptions. The certificate covers all your NHS prescriptions for a set price. You will save money if you need more than 3 items in 3 months, or 11 items in 12 months.

Visit Link - <https://www.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificates-ppcs>

Fighting UK Poverty - Turn2us

Benefits calculator, A-Z of benefits, helpline and lots of free advice depending on your situation. They also have a free Grants search tool as there are charities who provide support with many things including white goods and they do provide grants to those struggling financially, eg. Cavell Trust for Nurses, Midwives and Care Support Workers – the application process is very straightforward.

Visit Link - <https://www.turn2us.org.uk/>

Blue Light Card

Providing you with thousands of amazing discounts online and on the high street. For just £4.99, members of the Blue Light community can register for 2-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more.

Visit Link: <https://www.bluelightcard.co.uk/>

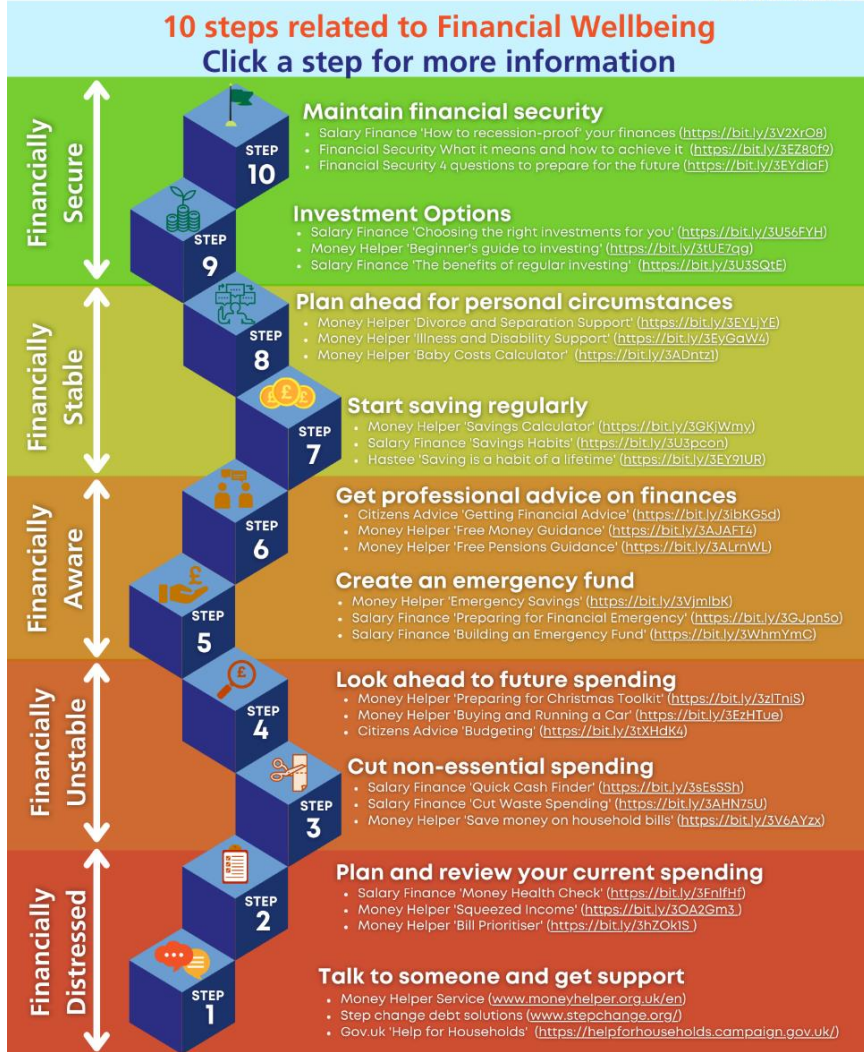
Health Staff Discounts

Providing exclusive offers for NHS Staff. Connecting businesses looking to attract NHS Staff with NHS Staff looking for good deals. On this site you will find exclusive Health Service discounts, offers and deals. Including free, independent mortgage broker service for staff and discounted rates on life and critical illness insurance.

Visit Link: <https://www.healthstaffdiscounts.co.uk/>

<https://royalberkshire.workvivo.com/spaces/54252/pages/financial-wellbeing-support>

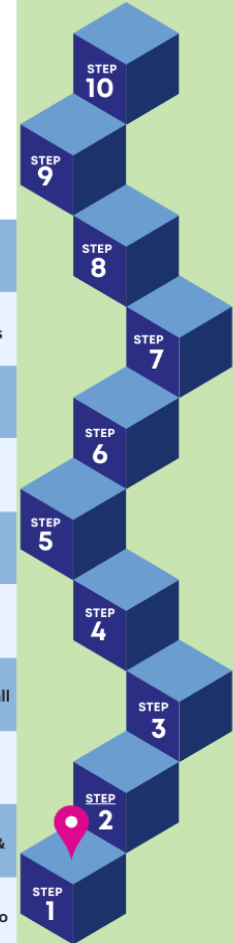
Financial Wellbeing Guide



Step 1 Talk to someone and get support

We all know the cost of living crisis is affecting our spending habits and financial wellbeing has never been so important. If you are in financial distress it is important that you talk to someone to get financial support. There is a range of free, confidential, no judgement help and support available, such as those listed on this page. If you need urgent support and someone to talk to, please call Samaritans for free on 116 123.

Click a step below
or View All



Help with paying bills

Ask bill for help - online free and impartial help to those who might need it - www.askbill.org.uk

Debt Consolidation

Personal Loans for RBFT staff. Higher acceptance rates than most banks, lower interest rates than most lenders, repayments direct from your salary - <https://bit.ly/3iluzlM>

Speak to someone

Money Helper's dedicated phone number for NHS staff.
0800 4480826 or WhatsApp +44 7701342744

Free guidance on managing debt

Free, confidential and no-obligation service. Start the process online or via phone call - www.payplan.com or 0800 280 2816

Help for missed mortgage payment(s)

No one ever plans to miss a payment, but what happens if you do? - <https://bit.ly/3UQxv7e>

Money Navigator Tool

Looking for money guidance but don't know where to begin? You're not alone - <https://bit.ly/3Fe7pqt>

Money problems and mental wellbeing

Free, confidential support available 24/7, 365 via our Employee Assistance Programme. Call 0800 028 0199 or download the 'My Healthy Advantage' app and enter code MHA077002

Emergency Help with living

Here is a range of practical support for people who need financial help urgently - <https://bit.ly/3FP3JvC>

Debt advice foundation

A registered national debt advice and education charity offering free, confidential support & advice to anyone worried about loans, credit and debt - <https://bit.ly/3LOBl7k>

Out of control debt(s)

When our debts get out of control, it's important to remember there are options available to you and there are services out there who exist to help you - <https://bit.ly/3FJPTJP>



Click here for local offers and discounts exclusively for RBFT staff



Royal Berkshire - The Journey Continues: Priorities for 2024

Review of Citizen's Advice On-Site Support Sessions – completed Jan 2024

Re-run of the Financial Wellbeing Survey

Launch Savings Schemes through Salary Finance (inc Help to Save)

Update our Health and Wellbeing Strategy (including Financial Wellbeing)

Looking to adopt system of the Trust being the 'guarantor' for internationally educated nurses securing local accommodation

Q&A session

Upcoming cost of living masterclasses

- Enabling a culture of flexibility to support staff with the rising cost of living

14th March 2024, 10-11



Thank you for joining us

Please get in touch to share examples of how you are supporting staff with the rising cost of living or to contact our team at costofliving@nhsemployers.org