



Employee Benefits

For contracted staff

VERSION 1.1 JANUARY 2024



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1 Creative Support's Employee Assistance Programme

Creative Support provides an Employee Assistance Programme, delivered by Health Assured. Health Assured offers a free advice, support and information line to all employees of Creative Support and this service also extends to members of your immediate family and partners.



This service is completely free, offering valuable advice and information in areas such as: family issues, financial issues, legal issues, medical issues, relationship advice, housing concerns, alcohol or drug issues, childcare support, stress and anxiety, low mood, domestic abuse, retirement, consumer issues, tax and bereavement.

Helpline and Counselling Service

There is also a free one-to-one counselling service to help with any of life's unforeseen crises. If you wish to access this service please contact the helpline on **0800 028 0199**, which is accessible 24 hours a day, seven days a week. Health Assured now offer online CBT and couples counselling. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

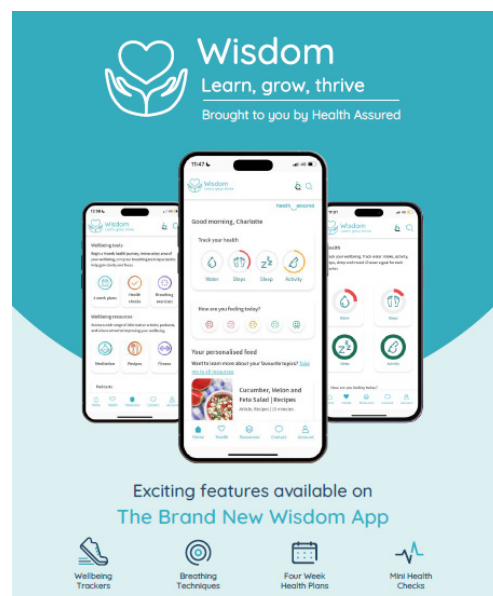
Wisdom App

Alternatively, you can access Health Assured's app - Wisdom, which is available on mobile, tablet and desktop. Wisdom replaces Health Assured's previous app, My Healthy Advantage, and the online portal.

Wisdom is a health and wellbeing app with an enhanced set of wellbeing tools and engaging features, designed to improve your mental and physical health. The app includes four-week health plans, mini health check-ins and guided breathing exercises. You can track your sleep, water intake, steps and general activity through the app. Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls.

To log in to the app, please use our code: **MHA001768** and then you can create a personalised account.



2 Company Sick Pay

Creative Support operates a discretionary company sick pay benefit scheme for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of Statutory Sick Pay) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:

- **First 12 months' service:** Not eligible for Company Sick Pay (CSP) though you may be entitled to Statutory Sick Pay (SSP).
- **Over 12 months and up to 24 months' service:** Up to a maximum of four weeks at full basic pay, inclusive of SSP where applicable. If SSP is greater than half pay, SSP will be paid instead.
- **24 months'+ service:** Up to a maximum of eight weeks at full pay followed by four weeks at half basic pay, inclusive of SSP where applicable. If SSP is greater than half pay, SSP will be paid instead.

We offer excellent welfare support for employees who have health problems that may impact on their work. In order to take advantage of Company Sick Pay, all sickness absence must be reported on a self-certification form or doctor's certificate. Creative Support will pay the Company Sick Pay to all eligible contracted employees, providing no more than three absences of any duration have been taken in the previous rolling twelve months. You should note that for the first three days of any sickness absence there is no payment of Company Sick Pay.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory. We reserve the right to withdraw Company Sick Pay following suspension of an employee or when a period of sickness immediately follows a disciplinary investigation/action. For staff on TUPE or historic contracts, these terms may differ so please check your individual terms and conditions if you are unsure.

3 Birthday Holiday Bonus



From 1st April 2023 you will be permanently entitled to one additional day (pro-rata for part time employees) of paid leave from your start date, to be taken on your birthday or two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday can take the day's leave upon their return to work. The birthday bonus is not available to staff on TUPE terms and conditions or on a Relief / Bank contract. The Birthday Holiday Bonus should be recorded as Discretionary Leave (on a Discretionary Leave Form) as opposed to Annual Leave.

4 Company Pension Scheme

New employees are automatically assessed for the workplace pension scheme on their third month of employment. This is called 'Auto-Enrolment' and Creative Support has chosen The People's Pension for the company pension provider.

If you are aged between 22 and your respective state pension age, and earn over £10,000 per year (£833 per month or £192 per week) you are eligible to be auto-enrolled. Auto-enrolment is a legislative requirement and all employees that are eligible will be auto-enrolled into the pension scheme. If enrolled, you will be sent a joiner pack from The People's Pension with your customer reference number and details about the pension scheme.



Contributions

Pension contributions are a fixed percentage: 5% employee and 3% employer, of your pensionable earnings over £520 per month / £120 per week depending on your pay frequency. This means the more you earn, the more you pay, for example, if you complete overtime, this will increase your pensionable earnings.

Opting Out

If being in the pension scheme is not for you, you have the right to opt out. However, you need to wait until you have received your joiner pack from The People's Pension. This will be after you are enrolled and your first deduction from your pay has been taken. You need to opt out directly with The People's Pension (see joiner pack).

Workplace pensions came into force in October 2012 for larger employers and for Creative Support Limited the start, or staging date, came into force on 1st July 2013. The law also requires that employers re-assess all employees every three years. Creative Support's next three yearly re-enrolment is 2025.

Information regarding the company pension with The People's Pension can be found on their website **www.thepeoplespension.co.uk**.

Should you have any queries, please contact the Pensions and Benefits Team at **pensions1@creativesupport.co.uk**.

For staff on TUPE or historic contracts, you may be under a different pension scheme so please check if you are unsure.

5 Probationary Bonus

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one-off taxable £100 bonus*, providing all induction processes have been completed satisfactorily and your end of probationary review paperwork has been submitted and authorised. **Pro-rata for part-time staff*

6 Long Service Award

From two years continuous service onwards, we celebrate your career milestones with a Long Service Award.

Full 2 years' service	We Care Hoodie
Full 5 years' service	£50 voucher
Full 10 years' service	£100 voucher
Full 15 years' service	£150 voucher
Full 20 years' service	£200 voucher
Full 25 years' service	£250 voucher
Full 30 years' service	£300 voucher



Long Service Awards of between 5 and 30 years are allocated in December each year. Employees can choose between a choice of shopping vouchers. If you have completed two years' service, you can claim a We Care hoodie by completing a form located under 'Documents' in the staff area of our website. This is for contracted staff with full reckonable service. TUPE transferred staff are included, however only service with Creative Support is counted. For more information please contact: HR@creativesupport.co.uk



7 Training Voucher Scheme

As a reward for your hard work and commitment to your continuous professional development, Creative Support also offers you a thank you by giving you a voucher for the following:



- £30 voucher for completing both parts of the care certificate (knowledge and practical)
- £50 voucher for completing 10 e-learning modules (can be claimed once in any 12 month period)
- £50 voucher for completing our Creative Academy Diplomas (levels 2-5) or an Apprenticeship.

You can choose your voucher from a choice of shopping vouchers. Please contact the training team for more information on **training@creativesupport.co.uk**

You can access the training Creative Academy website to complete your eLearning and access the voucher forms here: **www.creativeacademy.org.uk**

8 Your Rewards

Creative Support is registered with 'Your Rewards' to offer discount vouchers on travel, retail, entertainment and health and beauty. There are hundreds of offers for fantastic deals on a wide range of products and services.



Visit **www.yourrewards.co.uk**

Login: **CREATIVE**

Password: **BENEFITS**

9 Blue Light Card

The Blue Light Card is a discount service for the emergency services, NHS, social care sector and armed forces. You can buy a Blue Light Card for £4.99 for two years of access to their wide range of discounts from high street retailers, restaurants and entertainment.

Register at **www.bluelightcard.co.uk**



10 Birthday Gift Incentive

To show our appreciation, all contracted and TUPE staff will receive a birthday card and chocolates from Creative Support delivered to their home. Please check the label if you have any allergies.



11 Hospital Saturday Fund



The Hospital Saturday Fund is a voluntary health cash plan that provides an easy and affordable way to spread the cost of healthcare such as dental care, optical care and physiotherapy. You pay a monthly or weekly premium (depending on your pay frequency) that is deducted net from your pay and is paid to Hospital Saturday Fund by payroll. You can then claim cash back from Hospital Saturday Fund when you access treatment.

If you are interested, please contact the Pensions and Benefits Team on **pensions1@creativesupport.co.uk** for the Hospital Saturday Fund brochure and application form. If you have any queries regarding what is covered in the plan or about claiming cash back for treatments, you will need to contact Hospital Saturday Fund directly. Telephone **020 7928 6662** or email **customer@hsf.eu.com**

12 Annual Rail Ticket

After six months employment Creative Support offers a discounted annual rail ticket with Northern Rail. The annual rail pass gives you unlimited travel between two of your chosen stations, at a cost of 52 weeks for the price of 40. The cost of the rail ticket is deducted monthly / weekly from your pay (depending on your pay frequency) over 12 months / 52 weeks.



Please be aware that should you leave before the end of the rail card year, the outstanding amount will be deducted from your final pay. Northern Rail will allow us to request a refund for a ticket that is returned to us, however there may be a discrepancy and therefore Creative Support reserves the right to deduct this from your final pay.

Additional information can be found on the website **www.northernrailway.co.uk/b2b/creative-support**

To apply for an annual rail ticket, please contact the Pensions and Benefits Team on **pensions1@creativesupport.co.uk** for the application form.

13 Payroll Giving with Charities Trust

‘Payroll Giving’ is a tax efficient way of donating on a regular basis to any registered charity, big or small. You can rest assured that the whole of your donation reaches your chosen charity as Creative Support pay the administration fee on your behalf.

Please contact the Pensions and Benefits Team on pensions1@creativesupport.co.uk for more information or to begin donating via payroll giving.

14 Staff Welfare Fund

The Staff Welfare Fund has been set up to support staff who many need financial help during difficult times. Contracted employees can apply for a discretionary grant of up to £350 to help with financial pressures. The grant can help with a number of different challenges, such as: moving costs, bereavement, relationship breakdown, transport, bills and debts. You can find the application form on the staff area of our website.

If you have any questions, please get in touch at welfare.fund@creativesupport.co.uk. You will receive the outcome within five working days of applying (excluding bank holidays), and we encourage you to use HR support if you need.



15 Blood Donation Incentive



We believe giving blood is incredibly important, and any member of staff who becomes a blood donor will receive £40 in vouchers, or we can donate an equal sum to a charity of your choice. This can be redeemed every 12 months. Please complete an application form which can be found under ‘Documents’ in the staff area, along with evidence of your donation.

For more information on how to donate blood, please visit www.blood.co.uk.

16 We Care Awards

We Care is a national campaign that sets out the values and ethos that underpins everything we do at Creative Support. These values are:

Welcoming, Empowering, Compassionate, Aspirational, Respectful, & Effective

Over the past seven years we proudly ran the Achieve Q awards and honoured the contributions of 1,000 staff and 200 teams. The We Care Awards have replaced our internal Achieve Q staff awards which recognised staff and team outcomes. These awards recognise the people and teams who personify our values. The We Care Awards run bi-monthly.



Anyone in Creative Support can submit a nomination. These can be added to with third party contributions. Check out the website for nomination deadlines. To submit a nomination you can follow the details below:

- Visit our website and download the nomination form which can be sent back by email to **wecare.awards@creativesupport.co.uk**
- Or post your nominations to 'We Care Awards' at Head Office.
- We can also accept verbal nominations if required, please use the dedicated email to request this version.

17 Creative People Appreciation Awards



The Creative People Appreciation Awards are an opportunity for staff to publicly recognise and appreciate their colleagues. Each month, ten winners are awarded a box of luxury chocolates. Every three months, a quarterly prize winner is chosen who receives a choice of two days extra annual leave or an experience or gift worth up to £200.

18 We Care Weekly Prize Draw

To show our staff how much we appreciate and value their hard work and dedication, every week we randomly select one of our staff to win £100 in supermarket vouchers.



19 Other Paid Leave

Creative Support also offers paid leave for the following (subject to any qualifying criteria and notification requirements): maternity, paternity, adoption, and shared parental leave with pay in line with statutory entitlements.

Maternity Leave

Creative Support offers an Enhanced Company Maternity Pay scheme for employees with over one years' service: Employees on full or part time contracts with more than one years' service by their qualifying week and meet the qualifying criteria.

Employees with more than one year of service but less than two years will receive the first six weeks' pay as per current legislation. In addition to your statutory rights, the second six weeks will be made up to half your contractual weekly wage and 27 weeks at the lower rate of Statutory Maternity Pay (SMP). If the half pay is less than the lower rate of SMP, then SMP will be paid.

Employees with more than two years' service by their qualifying week will receive the first 12 weeks at 90% followed by 14 weeks at half pay or SMP. The remaining 13 weeks will be paid at SMP.

Adoption Leave

Adoption Leave is afforded the same conditions as maternity leave as outlined above.

Paternity Leave

Paternity leave is paid so long as you meet minimum qualifying earnings. You are entitled to paid paternity leave equivalent to two contracted weeks pay on completion of at least one years' service with Creative Support by the expected date of delivery. Between 26 weeks of employment and less than two years you would receive SPP only.

Parental Bereavement Leave

Bereaved parents of a child under 18 may be entitled to two weeks' parental bereavement leave in line with statutory entitlements.

Shared Parental Leave (Split Parental Leave)

Shared Parental Leave is designed to give parents more flexibility in sharing the care of their child in the first year following birth or adoption. If you are eligible you can share up to 50 weeks' leave. You and your partner can decide to be off work at the same time and/or take it in turns to have periods of leave to look after your child. Entitlement of paid leave is the same criteria as maternity leave, but dependant on when in the 50 weeks you take the leave.

New

Welcome to the World

From June 2023 all new parents are sent a gift following the birth of their baby or adoption of a child.



20 Other Discretionary Leave

Compassionate Leave/Bereavement Leave

After six months' service, you may take up to three days paid compassionate leave per year, at the discretion of your line manager, in the event of bereavement or similar loss.

Compassionate leave is for unforeseen circumstances and not to cover pre-booked or pre-arranged circumstances, such as annual leave or unpaid leave.

Entitlements are pro-rata based on contracted hours.

The **Discretionary Leave Guidance and Form** needs to be completed and submitted to your line manager for authorisation.

Carer's Leave

After six months' service, you may take up to five days of discretionary paid carer's leave per year, **at the discretion of your line manager and further authorisation by the HR Department**. This is to enable you to carry out any responsibilities you may have as parents or carers, in the event of family emergencies, illness or an unforeseen breakdown in care arrangements.

Entitlements are pro-rata based on contracted hours.

For staff on TUPE or historic contracts, these terms may differ so please check your individual terms and conditions if you are unsure.

The **Discretionary Leave Guidance and Form** needs to be completed and submitted to your line manager for authorisation.

Study Leave

Study Leave time and pay can be granted at the discretion of your Line Manager and HR.

Sabbatical Leave

Unpaid Leave for Study, Travel or Other Specified Purposes can be granted at the discretion of your Service Director, who will consider your length of service and whether your absence can be managed within your team. Please refer to the Employee Handbook for further details regarding this type of leave.

The details included above do not form part of your contract of employment and may be amended or withdrawn at any time.

21 Domestic Abuse Policy

The safety and welfare of our staff is of the utmost importance to us. We follow the principle that the victims of domestic abuse should be believed. We aim to provide a safe and supportive workplace environment for employees who are experiencing domestic abuse. All conversations with your manager regarding domestic abuse are confidential, and they will not ask for any proof of abuse. Your manager should encourage you to seek expert help, such as from the police or specialist organisations, which are listed in the Domestic Abuse Policy. You can receive support from professionally trained counsellors to discuss any distressing incidents and be given time off to visit advice organisations, the police or doctors. It is possible to arrange short term flexible working and in some cases we can offer discretionary paid leave. You can read the full policy in the staff area of our website.

For free, confidential advice you can contact a domestic abuse helpline

Women can call the Freephone 24-hour National Domestic Abuse Helpline, run by Refuge on:

0808 2000 247 or visit www.nationaldahelpline.org.uk

Men can call Men's Advice Line (Monday to Friday 10am to 8pm), run by Respect on:

0808 8010 327 or visit www.mensadviceline.org.uk

If you identify as LGBTQ+ you can call Galop for emotional and practical support on:

0800 999 5428 or visit www.galop.org.uk

22 Menopause Policy



We know how important it is to support staff during the menopause, and our policy aims to create an open and honest workplace where you can discuss how this may be affecting you. Please know that you can speak to your manager or our HR team to discuss any concerns you may have. There are several ways you can make changes to your work routine including additional rest breaks, temporary reduction of hours and flexible working hours.

You can read the full policy in the **staff area** on our website.

For NHS information on help and support please follow the link below:

www.nhs.uk/conditions/menopause/help-and-support/

23 Life Assurance/ Death in Service Benefit

After six months of employment, all contracted employees are eligible for the Life Assurance scheme after starting employment with Creative Support.* Eligibility is subject to the terms and conditions of the insurance policy and there are exceptions for some TUPE staff due to their specific terms and conditions.

If an employee dies whilst employed by Creative Support (up to the age of 75), the policy pays out twice their basic annual salary in a tax-free lump sum to either their named beneficiaries on the form, or to their next of kin if a form was not completed. It is paid directly from the insurer to the beneficiaries.

All employees must complete the **Expression of Wishes** form. The Expression of Wishes form should be regularly updated based on any changes in your personal circumstances. The final decision as to whom the benefit is payable will be made by the Trustees, based on the information available at the time; there is no right of appeal.

**This scheme does not cover bank workers.*

24 Retirement Award

Upon retiring from Creative Support, employees may be eligible for a Retirement Award of up to £100 in vouchers.

To be eligible an employee is required to have been continuously employed by Creative Support for at least two years prior to retiring. TUPE transferred staff are included however only service with Creative Support is counted. Employees should be at least 60 years of age at the time of retiring or be retiring on medical grounds; and the employee must be retiring from a permanent contracted position (either full or part time).



Eligible employees contracted to above 15 hours per week will receive £100, and employees contracted to 15 hours or less will receive £50. Employees can choose between a choice of shopping vouchers.

Award claims must be returned to the HR team within 30 days of the retirement date. Applications will require approval from senior management before awards can be issued.

For more information, please contact HR Leavers Team on leavers@creativesupport.co.uk.

25 Refer a Friend Scheme

Staff who refer a friend to Creative Support's employment can claim £200 vouchers once their friend has successfully completed three months' company service.

For more information please email referafriend@creativesupport.co.uk



**£200 FOR
EVERY FRIEND
WE HIRE!**

26 Welcome Back Grant






Employees who return to Creative Support at least three months after resigning from their original post are eligible to receive £200 worth of vouchers.

Please be aware, this grant is not applicable for those who are leaving a contracted position to join the bank team.

For more information please email referafriend@creativesupport.co.uk


Contact Us

 **Creative Support Head Office**
Wellington House
131 Wellington Road South
Stockport
SK1 3TS

 0161 236 0829
 www.creativesupport.co.uk

Please get in touch with our HR team, if you have any questions relating to your wellbeing, including mental and physical health, and any issues you may be experiencing either at work or at home.

 HR@creativesupport.co.uk

 0161 236 0829