

Work Well

Healthier people perform better, cost less and cause fewer organisational risks. Our recent survey of working adults shows that **a third of UK workers currently have a health, wellbeing or mental health issue.**¹

As well as the cost, productivity and share price enhancements² that come with improved wellbeing, there is now increased media attention and pressure from industry boards.

Work Well helps to improve your employees' wellbeing to make your business more productive and profitable.



Why does Wellbeing matter?



Regulatory/Trade body pressure

Regulators, including the Banking Standards Board, are increasingly concerned about business resilience due to the rise in mental health and other wellbeing conditions.

As regulators become more focused on health and wellbeing, it is likely there will be a request to focus on employee wellbeing as a way of ensuring that employees are not subject to too much stress, and in turn, making mistakes in the workplace.



Productivity loss

On average 23.5 days of productive time is lost per employee each year³.

With employees facing cost cutting and the threat of technological automation, many fill this 'Productivity Gap' through long hours and an 'always connected' approach, increasing their likelihood of burnout and stress-related issues.



Higher costs

The cost of mental illness in organisations is rising, with UK employers paying on average £26 billion a year – that's an average of £1,035 per mental illness case⁴.

Poor employee wellbeing is strongly linked to increased employee turnover and recruitment spending as well as directly accountable for increased temp and contract worker spending.



Attraction of top talent

Employees are increasingly valuing organisations that support their lifestyle and wellbeing just as much as the financial rewards they will earn.

Reputation and culture remain strong influencers of where the top talent will go. Reputational employee wellbeing is increasingly seen as a measure of how desirable an organisation is to work for.

¹ PwC market research conducted across 2,000 nationally representative UK workers in Feb 2017

² The stock performance of Koop Award winners compared with the Standard & Poor's 500 Index – JOEM, Volume 58, Number 1, January 2016

³ HR Today

⁴ Sainsbury's Centre for Mental Health

What can organisations do to improve wellbeing, productivity and staff costs?

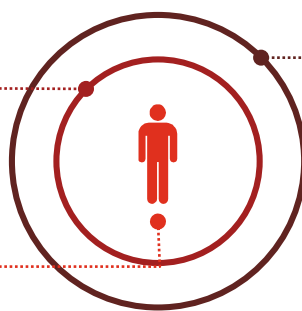
Our approach improves business performance on three levels:

Manager

Managers receive training on how to handle difficult conversations and spot wellbeing issues. They have a dashboard to track team issues and join action sessions with peers to agree what actions they can do differently to support identified issues.

Employees

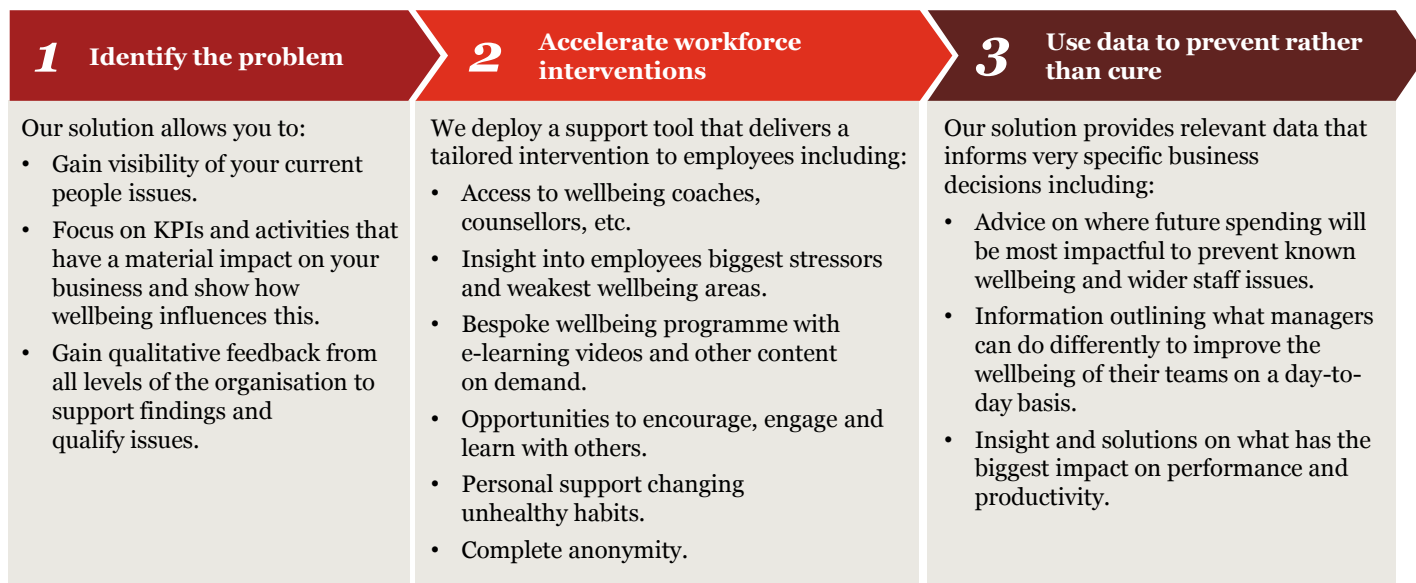
Employees receive direct intervention that raises self awareness and provides tailored support to change behaviours that have been proven to enhance an individual's overall wellbeing.



Organisation

Leaders receive a dashboard showing progress against KPIs and thematic level findings across the teams. They also receive a report outlining key opportunities, including quick wins to boost productivity, reduce attrition and spend more intelligently for the medium to long term.

Our solution focuses on delivering tangible improvements to productivity, costs and risks:



Case study

The problem:

- Our client was the lowest performing contact centre for a private healthcare provider – resulting in very poor patient satisfaction.
- They needed to improve the employee experience to improve customer satisfaction. Indicators of poor employee experience were:
 - Extremely low engagement
 - High attrition (+40%)
 - High absence (+7%)

Our approach:

- We deployed a 12 week employee wellbeing programme in March 2017 to improve business performance amongst employees, managers and the organisation as a whole.
- We set up wellbeing champions and gave managers a wellbeing dashboard to track their team's progress.
- A wellbeing platform was deployed providing employees with tailored support to improve their wellbeing.
- Data was gathered across a range of areas including pulse questions that give real-time feedback on workplace challenges the organisation could resolve.
- We then played back the data and findings with management, creating targeted solutions for both short and medium term business improvements.

Contacts

Jo Salter

Wellbeing, HR and Leadership
Director
T: +44 (0) 7525 283458
E: jo.salter@pwc.com

Ben Andrews

Wellbeing, HR and Workforce
Transformation
Senior Manager
T: +44 (0) 7703 563678
E: ben.x.andrews@pwc.com

Results so far

Managers are focusing more on wellbeing and have improved the engagement in their teams.



There is an increased awareness in the business around health and wellbeing and how it impacts productivity.



Sleep and stress have been identified as the biggest detractors to performance. Employees selected individual daily habits that have improved their performance and quality of life.

