

Other interventions and activities that support mental health

Mental Health Governance Panel

The panel is chaired by a member of our Executive Board and attended by our Chief Medical Officer and a consultant psychiatrist. This forum is focused on developing our Mental Health Strategy and learning from our experiences of challenging mental health related dilemmas and situations.

Occupational Health provision

We are in the midst of reviewing the provision and redefining our requirements and KPIs with increased focus on mental health and return to work support.

Measuring progress

We are exploring what measures to employ to survey our people and benchmark/ measure progress.

Prioritisation of our younger people

We have prioritised our younger people as a particularly vulnerable and important population. We are reviewing how we encourage disclosure and offer greater support and empowerment around mental health through from recruitment to successful completion of their professional qualifications.

Information and access to professional support

We are ensuring that information and access to professional support is improved. We have direct access to clinical assessment / treatment through our private medical insurers (no need for a GP referral) and a 24/7 Employment Assistance Programme for emotional support and counselling.

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Mental Health at PwC

Our progress over last 18 months



Encouraging conversations about mental health at work

For Mental Health Awareness Week 2016 we launched **Green Light to Talk** as PwC's internal brand for mental health in the hope of busting the stigma surrounding it.



12,500

of our people supported the initiative

We started publishing **monthly GLT intranet features** which included videos of our people sharing their own mental health related experiences as well as headline information and signposting about different topics e.g. anxiety attacks, CBT, anorexia, bi-polar disorder.

In October 2016 we joined The Lord Mayor's Appeal campaign and launched PwC's **This is me** video

Originally developed by Barclays the short video featuring 5 of our people has proved to be a fantastic resource to get different teams and parts of our business talking about mental health. Next May we hope to produce a 2nd video featuring some of the 'harder to reach' populations including BAME and certain faith groups.



Story telling generally has proved the most powerful way of engaging our people emotionally in the campaign

We have **13 partners** who are **Mental Health Advocates**.

Typically the partners have **between 3 and 6 conversations** each month.

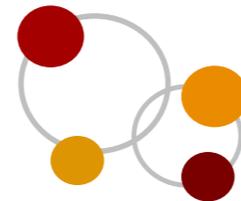


Each partner has a powerful personal story to share and as senior leaders are role models for speaking openly. They have also been trained to offer a confidential listening service to people from right across the firm.

We support a national network of enthusiastic **Wellbeing Champions**



They promote awareness of good practice around mental health locally and to get things happening at a grass roots level e.g. events, speakers, seminars.



We have a very active **Disability, Ability and Wellness Network (DAWN)**

It offers a buddying scheme where people with a diagnosed condition can be buddied up with a colleague who has the same experience for mutual support and learning. This is particularly helpful for people working out how to manage their condition and support recovery/return to work.

Building the knowledge and skills to have good conversations

Our awareness raising has worked so well that now our people have been asking for training in Mental Health



We are about to train 6 of our people to become **Mental Health First Aid** Instructors so that we can run the 2 day Adult MHFA programme in house for people in key roles requiring a more detailed understanding of mental health and the 3 hour MHFA Lite programme for other groups where an awareness of mental health is helpful e.g. our First Aiders. This training will be rolled out during 2018.



We are also working with Samaritans and The Lord Mayors Appeal team to develop and pilot **mental health and listening skills' e-learns**. These will be more widely available after Mental Health Awareness Week 2018.



Resilience skills training forms part of our core business skills curriculum and we have developed modules at foundation, intermediate and advanced levels for all our people. We have also developed a team based resilience programme which receives very positive feedback.



We have developed an in house **Mental Health Help app** downloadable on work iPhones. This offers 'just enough, just in time' information about what to do and who can help if you're concerned about someone's mental health or in a mental health emergency.