

# Best New Workplace Approach to Mental Health

## Winner

### Thrive, Moneysupermarket Group

An award given to a workplace that has recognised the importance of addressing mental health in the workplace, and taken steps within the last 12 months to improve the mental health of employees

Prior to the launch of Moneysupermarket Group's Mental Health Employee Resource Group, Thrive, there was little communication, policy or training on mental health. Evidence indicated many employees had low understanding of mental health at work.

With the introduction of a company-wide Diversity and Inclusion Lead, more focus was given to inclusive colleague experience. Following Mental Health Awareness Week in 2018, several colleagues volunteered to help, and Thrive was formed, aiming to remove mental health stigma and promote an inclusive environment for mental health across Moneysupermarket Group.

Thrive's main strategic goal in the first six months was to raise awareness of resources available for staff, and understanding of mental health within the wider Group. Thrive ran a survey that indicated employees did not feel they could talk to their managers about their mental health, and if they did, managers themselves did not feel able to navigate the conversation properly.

This led to the 2019 strategic goal to provide manager-specific training on spotting the signs of mental health issues and having supportive conversations.



#### A message from Thrive to staff, offering free training for World Suicide Prevention Day

Thrive also set about training managers in tailored mental health skills. Mental Health First Aiders are signposted via local posters and the intranet; they receive monthly wellbeing support and their conversations with employees are anonymously logged and categorised to signpost any support needed.

# Highly Commended

## ***Presented by:***



Wellbeing rooms in offices provide puzzles, plants, yoga mats and literature to signpost mental health support. There are mental health calendar dates, when speakers discuss personal experiences and share tips for improving mental health.

Webinars are held on change management and resilience following feedback from first aiders, and along with the talks, they can be attended via Skype or on-demand for those who don't wish to attend in person.

## **Achievements**

Since Thrive was formed, 26% of employees have received some form of formal mental health training. Over half have attended mental health talks, and staff are now scheduled to train in Mental Health First Aid; conversations with first aiders are logged and categorised to signpost any additional support needed from Thrive. Several internal colleagues volunteered to speak about their mental health experience, of whom 60% were male, and 20% were senior leaders.

Culturally, there has been a clear uplift in awareness and engagement in mental health conversations, with male engagement significantly increased. Employees have reported feeling more included in the workplace and in Moneysupermarket Group's most recent employee engagement survey, 79% of colleagues said they can be their authentic self at work, with numerous comments naming Thrive as the contributing factor to an inclusive culture. ■

## **Judges' comments**

Great initiative and good to see intersectional issues being brought in

This is a good example of getting employees involved and owning the mental health/wellbeing agenda. I also like the fact that they did a survey to identify what employees wanted in terms of support

Some great initiatives here – covering all the key areas – good communication and good to see evolution of plans

This is a fantastic start and there are some excellent initiatives offered, they have got a lot done in a short period of time. I would like to see some mention of senior leaders. I like the fact that they are checking the welfare of the Mental Health First Aiders

→ SCS Railways  
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## **Shortlisted**

→ Bloomberg LP  
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→ The Mind Matters  
**Capco UK**

→ Thrive  
**Enterprise Rent-A-Car  
UK Ltd**

→ Oldbury Viaduct Mental  
Health and Wellbeing  
**Oldbury Viaduct Major  
Renewal Scheme**