



Working at CAP
wellbeing and rewards

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Praise God for our brilliant staff members. We couldn't do what we do without you – your skill, dedication and heart to serve makes CAP what it is. We know that you give your very best and because of that we're able to give the very best service to our clients.

As your employer, we appreciate you, care for you and are dedicated to supporting you both professionally and personally. Your mental and physical health go hand-in-hand which is why it's vital that we place importance on both.

Read on to discover the specialist wellbeing companies we've partnered with to bring you access to the support you need and deserve, and the variety of generous benefits available to you as a CAP staff member.

Our cultural values

We are **Christ-centred**:

In all our actions, we seek to put Jesus first, committing to play our part in Christ's mission to bring hope and restoration to a broken world.

We are **united**:

We're one community with one big vision. Whether staff or supporter, church leader, MP or service user, our joint efforts see lives transformed.

We are **compassionate**:

Care is at our core. We choose to open our hearts to the daily impact of debt and poverty across the UK and respond with grace, truth and kindness.

We bring **passion** every day:

We're determined to make a difference to individuals, communities and the whole of the UK, courageously enabling a hope-filled society.



Pensions

CAP offers a group pension scheme with Standard Life. The payments into your pension will be:

- CAP will pay 6.5% of your basic pay into your pension scheme.
- Due to government guidelines where all eligible employees must have a minimum of 8% paid into a pension scheme, you will need to make a personal contribution of 1.5% of your basic pay.
- After the initial employee 1.5% contribution CAP will match any additional personal contributions you make up to a maximum of an additional 3.5% of your basic pay

○ Our part

We operate a pension scheme for you. New starters will receive a letter from People Operations with their first payslip detailing their eligibility status.

★ Your part

Once eligible, you will be given the option to attend a pension workshop run by an independent financial advice team. This will explain various pension options and the benefits of making additional personal pension contributions. Following this, there will be opportunities for a one-to-one consultation with the financial advisors to discuss pension provision. You are responsible for ensuring the benefits of the policy are sufficient to provide for your individual retirement needs.



Cycle to work scheme

Cycling to work takes care of your body, your mental health and the environment. We want to encourage this by giving you a contribution of 50% of the total cost of your bike (including accessories purchased at the same time) up to a maximum contribution of £200.

○ Our part

We'll subsidise the purchase of a bike and accessories as described above.

★ Your part

Simply request a form from the Finance team to apply.



Length of service awards

We value commitment and love to honour long-serving team members. That's why we provide increased holiday allowance, a monetary gift and sabbatical leave for staff when they reach particular service milestones. After five years of service, we'll give you £100 towards a treat for yourself. For ten, fifteen and twenty years of service, you'll receive a £250 cash gift and two weeks of paid sabbatical leave. Your financial gift will be included in your monthly salary and we pray it blesses you.

○ Our part

We'll add your gift into your salary the month of your milestone and celebrate your achievement!

★ Your part

Enjoy the treats on us!



Celebrating major life events

You are important to us as an individual and we want to celebrate exciting life moments with you.

○ Our part

We will bless you with a gift if you get married or become a parent.

★ Your part

You should let your line manager know your exciting news and they will do the rest.

Employee Assistance Programme



Your health is a vital part of CAP's success, and so we want to help you access services that can benefit your wellbeing. The Employee Assistance Programme (EAP) service is provided through Health Assured and gives you:

- Up to six sessions of face-to-face counselling and Cognitive Behavioural Therapy (CBT) per person, per issue, each year
- Up to six sessions of structured telephone counselling per person, per issue, each year
- 24 hour confidential life management phonenumber
- Medical line – 24 hour access to trained nurses and a GP call back service
- Day One intervention for stress – help from an Occupational Health nurse if you are off work with stress
- Online help and advice for issues arising from alcohol/drugs, debt, family matters, bereavement, tax, childcare and other areas falling under Citizens Advice
- Serious illness and accident support – employees suffering a serious illness or accident have access to their own personal nurse advisor
- Free to download health e-hub from the app store featuring in-app advice and support, expert health and wellbeing information and easy to access confidential support

○ Our part

We've organised for you to access a wide range of services including face-to-face and telephone counselling and Cognitive Behavioural Therapy (CBT), support for stress-related issues and online help and advice.

★ Your part

You can access the EAP service as soon as you become a staff member at healthassuredeap.co.uk. The password is available in the staff handbook or from People Operations.

Health care from Westfield



We've partnered with Westfield to offer you a discount on their health care services. Westfield offers a variety of packages to encourage positive changes in the mental and physical health and wellbeing of employees. They can help you to live a healthier life through better choices, ongoing support and a more proactive approach to health care. The scheme CAP has with Westfield is on an employee paid basis at a discounted rate.

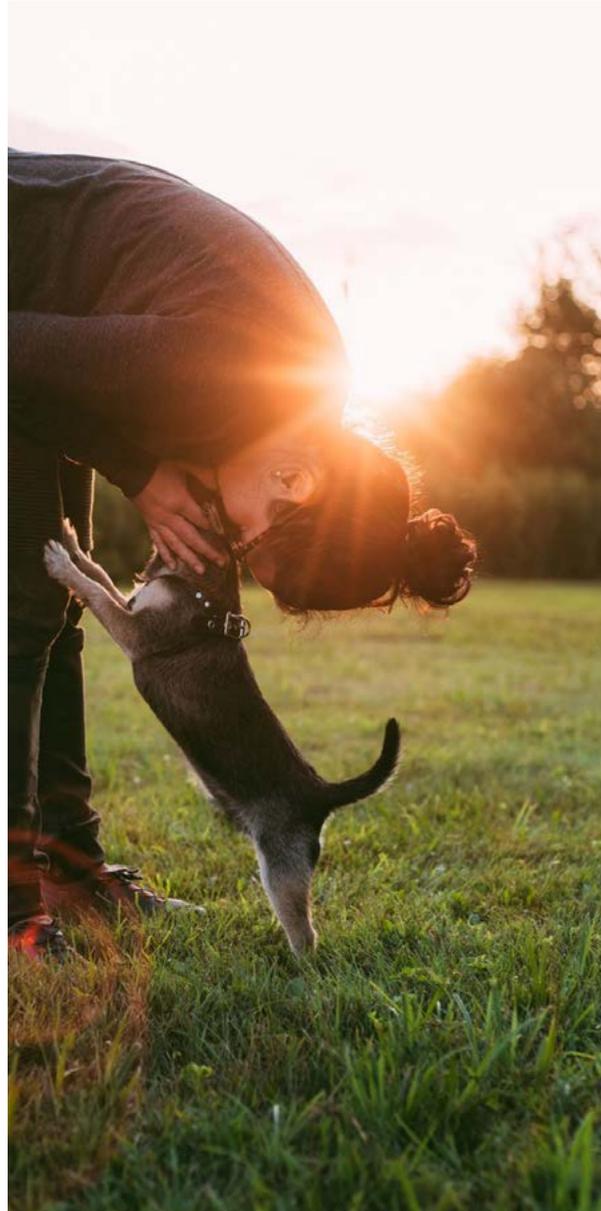
○ Our part

We've partnered with Westfield to bring you a discount on their health care services.

★ Your part

Take a look at westfieldhealth.com/business and sign up for the package that suits you best. More details can be found in our staff handbook or by speaking to People Operations.

Mental Health Days



Sometimes we just don't feel great and it's not something physical, but maybe the thought of going to work or leaving home is overwhelming. Maybe you need some space to think of a way forward or to look at what is causing your feelings. It could be that you have some personal circumstances that are causing pressure and a day away from work will give you some much needed time and space to process your circumstances.

That's why all staff can take up to two paid Mental Health Days per year – no questions asked.

○ *Our part*

We will be fine with you taking an unplanned day off. Take the time to rest, recharge and have a day to yourself. No questions asked (just make sure you let your line manager know that you're not working).

★ *Your part*

You don't need to book in advance as these are short notice by nature. We would ask that you are mindful of existing team absence and phone your manager to let them know within one hour of your usual start time.

Mental Health Champions



We have a team of fully trained Mental Health Champions who have completed external mental health first aider training and are available to chat with you at any time in the working day. They are not trained counsellors but can provide a valuable listening ear and point you in the right direction if you need extra help.

○ *Our part*

We provide a fully trained Mental Health Champions team to help you when you need it most.

★ *Your part*

You can find out who our Mental Health Champions are in the staff handbook or by speaking to People Operations.



Wellness Action Plan

Keeping you well at work is important to us. The Wellness Action Plan (WAP) is a personalised, practical tool we can all use to help identify what keeps us well at work, what causes us to become unwell and how to address a mental health problem at work if you are dealing with one. It also enables dialogue between you and your manager in order for them to better understand your needs and, ultimately, better support your mental health.

○ Our part

We'll help you to create a WAP that puts steps in place to provide extra support when you need it.

★ Your part

You should speak to your line manager or People Operations to create a plan.



Wellbeing Awareness Days

Our commitment to your wellbeing is more than just lip service, so we run regular Wellbeing Awareness Days to give you the tools to look after your mental health.

The timetable for these days varies – you'll receive more information beforehand. They may include activities such as workshops on relevant topics, MOT health check-ups, healthy snacks or exercise classes.

○ Our part

We'll arrange these days to give you an opportunity to focus on your wellbeing and mental health.

★ Your part

Look out for further information about these days throughout the year.



Charity sick pay

When you're sick, we want you to concentrate on getting better without feeling under financial stress. We offer pay over and above statutory minimum sick pay to staff (depending on how long you've worked for CAP).

○ Our part

Enhanced sick pay is available if you're absent because of sickness.

★ Your part

You can find specific details of this enhanced payment in your contract of employment.



Emergency care days

Sometimes life brings unexpected events that you just have to be there to deal with. All CAP employees are given up to five days off a year to deal with an emergency involving a dependant. A dependant could be a spouse, partner, child, grandchild, parent or someone who depends on you for care.

An emergency is something that occurs unexpectedly and affects the health or safety of your family members or key dependants. For example, a car accident, a poorly child or a family bereavement.

○ Our part

For staff working five days per week, we allow up to five paid days off per year for emergencies. This is provided pro rata for those with alternative working patterns.

★ Your part

You should speak to your line manager or People Operations as soon as you can if an emergency situation occurs.



Flexi-time

Being able to be flexible with your working hours can be invaluable in achieving the right work-life balance. Full time staff can start work at any time between 7:30am and 10am and finish any time between 3:30pm and 7pm. For part time staff, these core hours may not be applicable and you'll agree a suitable schedule with your line manager. You may take extra time within this frame and you must take a minimum of 30 minutes.

By working extra hours, you can build up a bank of 'flexi-time' and can then take back a maximum of one working day per month. You can take back flexi-time as half days or by starting work late or finishing early (in line with the core hours above). You must make up any negative flexi-time.

○ Our part

We allow flexible hours for all staff once they have successfully completed their training and induction period.

★ Your part

You should use your flexi-time with consideration for your colleagues and keep your line manager informed of your intended working times on a daily basis.



Hybrid working

We recognise that working from home can offer many benefits for our staff, but we also understand and value the unity that comes with being together in person, too. That's why we operate a hybrid working policy, allowing all staff based at head office to work from home for part of the week. Staff must attend the office for 40-60% of their working days per week (this may vary for remote workers).

○ Our part

We offer you the choice to work from home or in the office, in line with our hybrid working policy. We continually review this policy to ensure it best meets the needs of both the organisation and our staff.

★ Your part

Speak with your line manager to agree a working pattern that works for you and your team.



New parents

The early days of raising a family are so important; you need time to adjust to the physical, emotional and practical changes. We follow statutory guidelines on maternity, paternity, adoption and shared parental leave and pay, with additional enhanced pay for eligible employees. Expectant parents are entitled to take time off for antenatal appointments (full details can be found in the staff handbook).

If you or your partner becomes pregnant or you're seeking to adopt a child, you should notify your line manager at an early stage so that they can explain your entitlements and obligations to you.

○ Our part

We offer enhanced paid maternity, paternity, adoption and shared parental leave for all staff starting or adding to their families.

★ Your part

You should speak to your line manager or People Operations whenever you are ready to share the good news!



My Gym discounts

Keeping yourself physically healthy is crucial for your body and your mind. We've partnered with My Gym to bring you membership discounts of up to 20%. My Gym has an extensive network of participating clubs including the main UK chains, leisure centres, low cost operators, bootcamps, yoga studios, independent clubs and female-only clubs. As part of the scheme, you also have access to a range of discounts available on a variety of products and services based around health, fitness and wellbeing. Savings are available for existing members and new joiners.

○ Our part

We have partnered with My Gym so you can receive between 10% and 20% off gym membership at over 3,000 participating UK gyms.

★ Your part

You can find out more at mygymdiscounts.co.uk. Passwords can be found in the staff handbook.

Holidays (or annual leave)



Relax, recharge, hop on a plane, stay in bed – holidays are so important and we want you to have plenty to enjoy. At CAP, the holiday year is the same as a calendar year (January to December). Your entitlement is calculated on a monthly basis, so you'll have fewer holiday days if you start working for CAP later in the year or your employment ends before the end of the year.

○ Our part

Full time staff are entitled to 34 days of annual leave per year, and for part time staff it's 34 days pro rata (including bank holidays). This increases each year you work at CAP, up to a maximum limit.

★ Your part

You should make sure you have regular holidays throughout the year. Remember to book in advance and note the compulsory bank holidays (New Year's Day, Good Friday, Easter Monday, Christmas Day and Boxing Day).

Flu jabs



We offer annual flu jabs for all staff based at head office, administered by health care professionals. Flu jab vouchers are available for all remote staff.

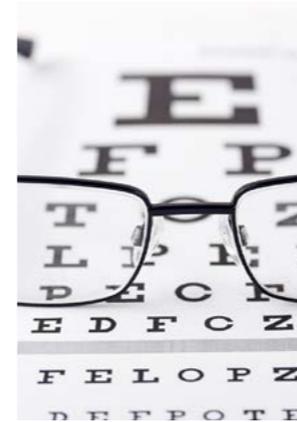
○ Our part

We'll arrange for you to receive an annual flu jab, either through an appointment with a health care professional at head office or a voucher to make an appointment where you live.

★ Your part

Look out for details and sign up for an appointment or request a voucher.

Eye tests



It's important to have regular eye tests, especially if you spend most of the day looking at a screen. We want to help you with the cost.

○ Our part

We will provide you with a Specsavers voucher for a free eye test annually.

★ Your part

Request a voucher from People Operations before attending an eye test appointment. When using a voucher, employees are entitled to:

- Full eye test
- £20 discount off glasses from the £99+ range
- £49 contribution toward glasses if those glasses are for VDU use only (i.e. only to help with viewing screens and not anything else, such as reading, driving etc.)

Confidential debt help



Why have an award-winning service and not offer it to our own staff? If you're struggling with debt, you can get free, confidential support through CAP Debt Help. In opening a CAP Plan, you must understand that you will be treated in line with CAP's policies and procedures, in a similar way to other clients. Your case will be looked after by the CAP Money Ministers team, which will provide a degree of anonymity as access to the plan will be restricted to a limited number of essential staff only.

○ Our part

We provide confidential debt help and will create a Financial Statement, open a CAP Plan and negotiate on your behalf.

★ Your part

You should approach the CAP Money Ministers team in the first instance. They are James Ross and Amanda Brown, and can be reached at ministers@capuk.org.

Time off to give blood



We know that you're a generous lot and some of you demonstrate this through giving blood.

○ Our part

We want to support you in this, so we will give you an extra 90 minutes every six months to be taken outside of core hours or over lunchtime (within a two-hour allowance) to give blood at a local donor centre.

★ Your part

You should make sure you load up on food so that you can have plenty of energy for the day! Please also let your line manager know that you'll be unavailable.

Smile Fund



Acts of kindness can bring light to the most difficult of days. The Smile Fund means that we can nominate each other (or ourselves) for help in a crisis or when times get hard.

○ Our part

We have a Smile Fund bursary which can be used to provide a gift to any staff member experiencing a crisis or difficult times.

★ Your part

You can apply for a gift through the Smile Fund for yourself or a colleague at any point. Please use the form provided in the staff handbook.

Revive Days



We know that time out is important and we want to bless you. We like to mix it up, so Revive Days follow either an activity theme (with something to suit everyone) or a spiritual theme. These will be a mixture of worship, talks from leadership and fun time together to build a united head office team. Employees should try to avoid having holiday over these days. Part time staff are encouraged to try to attend; where possible, work days can be changed for the relevant week to make this possible.

○ Our part

We bless you with a day out of the office with your colleagues.

★ Your part

Enjoy!

Events and surprises



Fun is at CAP's core, and so we aim to deliver various events and surprises throughout the year for staff to enjoy.

These will look different every time and might involve ice creams on a hot day, fun team lunches or random themed days. People and Culture will let you know about these, which will include various events in the run up to Christmas.

○ Our part

We aim to put on various surprises and unexpected moments throughout the year.

★ Your part

Enjoy!

Conferences



Whether it's with our head office family, with our wider network, locally in Bradford or further afield, it is great to have opportunities to worship, listen, be encouraged and connect with each other and God.

For up-to-date information please look out for emails from the Conferences team or get in touch at conferences@capuk.org.

○ Our part

We run conferences to take some collective time out, catch up on all that's been happening and be inspired for the days ahead.

★ Your part

You won't want to miss these conferences so attendance is compulsory.

Development

Personal development



You're full of potential and at CAP we want to encourage opportunities for growth.

We believe everyone is on a development journey and has the capacity to grow. At CAP we see Personal Development Plans (PDPs) as a tool to focus your energy and time on specific development areas, both for you individually and organisationally.

Your line manager will encourage you to keep a PDP and use it/update it regularly to maximise growth potential as part of your review process.

○ Our part

We'll work with you to develop a bespoke development plan.

★ Your part

You should make your PDP work for you.

Apprenticeships



Apprenticeships are an exciting way for employees to gain and develop the skills and behaviours required to thrive in a particular role. As an apprentice, you'll spend 20% of your time learning new skills through an external provider, designed to directly apply to the workplace on a day-to-day basis. Apprentices can get additional support through mentors, coaching and quarterly reviews.

○ Our part

We'll help you find an apprenticeship that is right for you and your role.

★ Your part

Speak to your line manager or the Learning and Development team to find out more.

Mentoring and coaching



We take your career development seriously and want to work with you to achieve your goals.

○ Our part

We have a trained mentoring and coaching team available to enable you to learn and develop in your role in a safe and confidential way.

★ Your part

You can find more information in the resource hub after joining CAP.

Accredited qualification



As part of your ongoing development, we offer accredited training in certain roles. When you join CAP's Debt Operations department, you'll automatically be enrolled onto a course, with clear objectives, outcomes, support and certification.

○ Our part

We provide training that has been accredited by the Money and Pensions Service (MaPS) for all debt advice roles, and through MaPS Money Guiders Programme for those who give money guidance.

★ Your part

You'll receive full details when you join CAP or you can speak to the People Transformation team.

Professional subscriptions



We want to invest in you and your career within CAP and this may mean you being part of a professional body.

○ Our part

We will cover the cost of a professional subscription relevant to your role.

★ Your part

You should speak with your line manager about CAP covering the cost of these subscriptions.

Aspiring Leadership Programme (ALP)



Opportunities to release your leadership potential are important for your career. The Aspiring Leadership Programme (ALP) provides an opportunity to expand your experience and create a support system to help develop your leadership skills.

○ Our part

We offer a programme tailored to developing your leadership skills.

★ Your part

Chat to the Learning and Development team or your line manager for more details.

Learning library



A great way to grow personally, professionally and spiritually is by reading, listening to podcasts and watching talks. At CAP, we offer lots of resources to help you develop. Check out the library (located in the Hub) or speak to the People Transformation team to see what's available.

○ Our part

We have a well stocked library with a number of books available for you to borrow free of charge on a variety of subjects.

★ Your part

Make the most of the library and all the resources available from People Transformation.

Development for managers and leaders



People Managers and Area Managers

Managing others is a privilege and a real responsibility, and we're keen to ensure our People Managers and Area Managers are fully equipped for this. A package of resources is available, including offsite residentials, expert speakers delivering cutting-edge learning content and regular meetings, as well as access to CAP's 360 tool and a PDP for managers. There is also a competency list for managers that guides and influences development.

Strategic Leads

As a Strategic Lead, you'll use your subject matter expertise to shape and implement strategy that is vital to the mission of CAP. You'll do this by influencing the work of others across the organisation in the following ways:

- You'll work closely with your Head of Department to develop strategies for the department, or across a number of departments, beyond your own role and team.
- You'll deliver innovative projects and introduce change in ways of working.

To help facilitate this, we provide training days with input from expert speakers, access to CAP's 360 tool and regular fortnightly working meetings.

Senior Leaders

We value our Senior Leaders at CAP and we're keen to ensure they are properly resourced to thrive in their complex roles. As a Senior Leader, you'll have access to external leadership coaching, CAP's 360 tool, offsite residentials and input from external speakers. We're continuing to look at how we can improve these resources so watch this space.

New managers

We provide a six-month induction programme for new managers, designed for anyone who has never managed at CAP before but is stepping into that role. It includes monthly live sessions paired with pre-recorded video content on the competencies required for people management, all delivered by some of CAP's most experienced leaders. The programme enables new managers to learn from experts and be part of a cohort of other new managers, who they can share best practice with.

○ Our part

We provide all managers and leaders with an extensive training and support programme.

★ Your part

You are in charge of your own development.

Learning and development sessions



There's always more to learn and we love to give you lots of opportunities to develop.

○ Our part

Alongside development opportunities specific to your role, we offer a variety of learning sessions. Speak to our People Transformation team or look out for emails to find out what's on offer.

★ Your part

You are in charge of your own development. Be sure to keep an eye out for new sessions and get yourself booked on.



generous