

A woman with blonde hair, wearing a brown and black patterned shirt and a green lanyard, is smiling and looking down at a young girl. The girl has brown hair in a ponytail and is wearing a purple shirt. They are both focused on playing with colorful building blocks on a wooden table. The background is a simple white wall with a door handle.

**NSPCC**

# **Our employee offer**

**EVERY CHILDHOOD IS WORTH FIGHTING FOR**

**Our people are at the heart of everything we do. It's because of you that we're able to continue our work to protect children and prevent abuse.**

**We want to make sure that you feel happy and supported in your role, by offering a range of fantastic benefits.**

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# Pay and financial benefits



## Pay

We are committed to paying our employees salaries that are at least comparable with the top charities in the UK. To deliver this, we externally benchmark our pay bands and pay awards annually.

Your basic salary will be reviewed by the charity each year and may be increased if the charity chooses to. Depending on the nature of your role and the location you may also be entitled to one or more allowances. These will be specified in the advert and/or explained to you during the recruitment process.

## Pension

We want our employees to feel confident about their future, which is why we help you build up a good pension saving. We offer a choice of two pension schemes: an NSPCC group personal pension plan and an auto-enrolment group personal pension plan. Employees are able to contribute a higher percentage of their wages into their pension scheme and the NSPCC will match

NSPCC will match contributions **up to 7%**

contributions up to 7%. Both schemes are operated through a salary exchange, which also offer a tax-efficient way of paying a pension, increasing your take home pay.

## Life assurance

Life can be uncertain, and life assurance provides your loved ones with future financial security should something happen to you. The NSPCC's life assurance arrangement provides colleagues who are aged up to 75 with a tax-free lump sum benefit should they die in service. This will be paid to the nominated beneficiary, determined by the employee. The life assurance value will be equal to one year's salary where the employee contributes to our auto-enrolment pension plan and 5 times their annual salary where they are a member of the group personal pension plan. This benefit is payable should you die while you are employed by the NSPCC.

# Pay and financial benefits

## Season ticket loan

You can request an interest-free loan to assist train and/or bus travel and bicycle purchases.

## Discounts portal

NSPCC employees also have access to a wide range of discounts via our NSPCC Discount Portal. This provides employees with online access to over 3,000 discounts and offers on everyday goods and services. You can earn cashback on purchases, find instant vouchers, shopping cards and popular deals on many top brands and in most high street shops.

You can use these to cover everyday costs on your grocery shopping, your bills, and to treat yourself.

Other examples include:

### Leisure time

Look out for various discounts on things such as Tui, Eurostar, Premier Inn, Disney holidays, lastminute.com, Booking.com, Expedia, Thorpe Park, Odeon and Virgin experience days, so you can make the most of your free time.

### Fitness and lifestyle

You can also access discounts to support your physical health and wellbeing, such as discounts on gym memberships like PureGym and fitness equipment.

### Cars

We offer discounts on most major car hiring firms and discounts on breakdown cover too, to make travel smoother for you.

### Insurance

Stay on the safe side and use these great discounts on home and car insurance. And, if you have pets, you can also get discounts on pet insurance.





Our NSPCC Discount Portal provides employees with online access to **over 3,000 discounts and offers** on everyday goods and services.

## Promotional offers

NSPCC employees also have access to special offers from some of our corporate partners. For example:

### British Military Fitness

They're the largest provider of outdoor fitness, with more than 13,000 members. They offer low impact Walkfit, as well as 20% off their membership price for all NSPCC employees.

### MySpree

Sign up for a MySpree Card to save money at more than 50 retailers such as Boots, Asda, B&Q, Argos and Sainsbury's. MySpree is a prepaid shopping card, rather than a credit card, where you'll receive up to 5% cashback onto your card.

Just register for a card at MySpree card for £4.99, load your MySpree Card with cash and use it like any other payment card. There are no monthly fees for you and no charges at all for the NSPCC.

### Hotpoint and Indesit

We all love getting our hands on a bargain, especially on household appliances, so we give our employees access to the exclusive Privilege Purchase Club website. The main benefits are a discount of an average of 30% off RRP as well as free delivery and free removal.



# Wellbeing

**We recognise that wellness is vital – for the children and young people we support, for parents and carers, but also for our volunteers and employees.**

At the NSPCC we recognise the multi-faceted nature of wellbeing, made up as it is of the 4 intertwined ‘pillars’ of emotional, physical, social and financial wellbeing. And we recognise how important it is to meet people’s needs in these 4 areas if they’re to feel ‘happy’ and well.





The EAP support service is available to all NSPCC employees, **24 hours a day, 7 days a week.**

## Our Wellness Hub

All employees have access to our Wellness Hub. It's a one-stop shop signposting to a wide range of tools, resources, information, and policies that support wellbeing. Including:

- Mental health policy
- Menopause policy
- Wellness actions plan
- Wellness check-ins
- Managing Mental Health at Work webinars
- Conversation starters
- Retirement hub

As well as other policies referred to elsewhere in this booklet.

## Wellness weeks

To encourage and support wellness throughout the year we hold 4 Wellness Weeks across the year. Each focused on one of our wellness pillars: emotional, physical, social, or financial wellbeing.

These are developed and co-created with our lived experience groups and wellbeing leads from across the organisation. They respond to and support on the issues faced by our people, and help build a culture of psychological safety and support.

## Employee Assistance Programme

To support our employees on personal and professional matters, all our employees have access to an independent, free, support service. It's available 24 hours a day, 7 days a week. This service offers advice, information, counselling and support to make both your work and home life easier.

The EAP provides employees with:

- Telephone counselling
- Online information and resources
- Specialist telephone advice
- Online cognitive behavioural therapy
- Online health and wellbeing assessments

# Wellbeing

- 6 face-to-face counselling sessions per issue per year (only if it is deemed necessary by the PPC counsellor)
- Specialist legal, consumer and debt advice

## Managerial Advice Line

Our managers, supervisors and team leaders also have access to a dedicated confidential Managerial Advice Line. This is provided by an external organisation, offering free and completely confidential advice and support via a dedicated phone number. This managerial advice aims to support our managers in their roles by offering:

- light coaching for managers
- duty clinician for out of hours emergencies
- managing all manner of difficult situations/conversations, from discussions around performance to dealing with grievances and talking through change programmes

- coping with pressure and stress
- emotional impact on managerial decisions
- support for new managers
- managed referrals (think of this as an extension of our People directorate, you can access additional support that talks you through identifying emerging problems, and signposts you to other help and resources).

## NSPCC inMind

NSPCC inMind is a mindfulness resource developed specifically for the NSPCC. It provides mindfulness exercises handpicked for our employees and volunteers.

These resources include:

- Mental health maps to help you plan simple mindfulness activities into your day
- 2-minute breathing exercises
- Simple guided meditations
- A guided sleep hypnosis



## Mental health champions

We have mental health champions to support you and provide you with someone independent to talk to if you are struggling with your mental health. Our mental health champions are employees from across the organisation and from our lived experience groups. They have all received external training delivered by Mind, and a further internal session on what the role will involve.

The role of a mental health champion is:

- signposting our people to sources of advice
- sharing knowledge within their teams and/or directorate.

## Emotional resilience training

All our employees have access to emotional resilience training. The aim of this training is to equip employees with techniques to cope and adapt to challenges and changes at work and outside work. Learning and Development consultants from our partners at LEVELheaded deliver the workshops and focus on what they call 'the resilience toolbox'. This includes work in building a personal set of strengths, strategies, resources, and insights. The training can help participants directly but can also be helpful for other colleagues in your teams, those you manage or your wider networks across the organisation.

## Bereavement support

The death of a loved one can be extremely difficult to cope with, so we offer specific support for our employees in addition to the support available via our Employee Assistance Programme.

# Wellbeing

## **Compassionate leave**

For times of personal and urgent distress we provide up to 5 days of paid leave (pro-rated for part-time employees) for each compassionate leave request. While it is impossible to describe the exact circumstances which might require compassionate leave, obvious examples would include the death of a family member, the need to attend or arrange a funeral, or if a partner or close family member becomes seriously unwell. But there may also be occasions when a domestic crisis makes it necessary for you to have some time off work. For example, a fire, flooding or burglary at home.

## **Bereavement and Legal Helpline**

Members of Group Personal Pension Scheme can take advantage of a range of services aimed at supporting you if you experience a bereavement. The Bereavement and Legal Helpline is provided by Care first. It offers emotional support and practical advice from trained bereavement counsellors.

As well as helping you cope with your loss, they can advise you on related matters, such as funeral arrangements and obtaining probate. Depending on your circumstances, they can refer you to specialist organisations for appropriate support.

This helpline can be used by all members covered by the Group Life scheme and by any family members of the deceased member.

## **Grief Encounter**

Grief Encounter is the UK's leading child bereavement charity. They provide vital support, advice, and information to bereaved children, young people, and their families. Their support is varied and can take the form of anything from one-to-one counselling, family fun days, residential weekends, drop-ins, e-counselling, school workshops, group counselling and grief relief kits.

## **Stress helpline**

Care first gives our employees access to a 24/7 stress helpline. Calls to the helpline are handled by trained counsellors and they can provide practical and emotional support to those affected by bereavement.

## Annual leave

All of us need to be able to take regular breaks away from our duties, which is why we encourage all our employees to make full use of their annual leave entitlement each leave year.

In addition to public holidays and bank holidays, employees are also entitled to 29 working days paid holiday in each complete annual leave year. Plus, an additional 3 days annual leave in each annual leave year once you have completed 5 years of service with the NSPCC. Full details of public and bank holidays will be specified in your terms and conditions.

# 29 days

**Full-time:** 29 days per annum plus bank holidays.

# 32 days

**After 5 years' continuous service:** 32 days per annum.



## Volunteering leave

Volunteers are the lifeblood of the NSPCC, so we have a number of things in place to support you. We provide all full-time permanent employees with access to up to 4 working days (28 hours) per year to volunteer for the NSPCC (pro-rated for part-time employees). We provide an additional 2 days working time out (pro-rated for part-time employees) if anyone is required to undergo training for an NSPCC volunteering role such as the Speak out Stay safe programme, or Childline. In addition, flexible working arrangements can be requested to support your volunteering with us, whether the volunteering falls within your contracted working hours or not.

# Wellbeing

## Special leave

We know that sometimes, unexpected things can happen outside of work that you need to attend to. So we provide special leave that enables you to do this. Special leave allows you to take unpaid time off work in exceptional circumstances that do not fit within other circumstances or policies. Requests for special leave could include (but are not limited to) domestic emergencies like burst or frozen pipes or vehicle collisions (that do not require urgent medical attention, distress of a family member or close friend who is not a dependant). Everyone who works with us may apply for special leave and each case will be considered on its own merits.

## Career breaks

We're committed to developing work practices and policies which support your work-life balance. As part of this commitment, we have a career break policy that enables you to request an extended period of unpaid time away from work, while keeping your employment status with us, when the intention is to return to work at the NSPCC at a date in the future (agreed in advance).

There are a number of reasons why you might require or want time away from the workplace, such as caring for dependants, study, travel or volunteering abroad.

All employees employed on a permanent contract and who have completed 24 months of satisfactory service with us can apply for a career break. Requests can be for a minimum of 3 months and a maximum of 12 months, and you can apply for a maximum of 2 career breaks within a 5-year period, with a minimum period of 2 years between the end of the first career break and the beginning of the second career break.

All requests will be considered and approved where an appropriate balance between the needs of your employment, and your need to strike a balance between your employment and personal life, can be met.

## Compassionate transfers

We recognise that life events can cause people to want to reconsider their work, and may prefer to change jobs to better suit their needs. In this context, we offer employees the opportunity to request a compassionate transfer to another job at the NSPCC.

We will consider a compassionate transfer if you're facing difficult external/personal circumstances that need you to relocate permanently to another area of the UK. This enables us to retain you when you would otherwise have had to leave our employment.

Reasons for making a request for a compassionate transfer could include, but are not limited to, a significant life change, for example:

- your partner that you live with is relocating
- there has been a breakdown of family relationships/your domestic situation/you're no longer able to live in your current place of residence
- your caring responsibilities for sick or elderly relatives.

You will need to request your line manager's approval to be added to the compassionate transfer register. And any transfer will always be subject to a relevant vacancy becoming available.

But once a transfer has been agreed and you have identified a potentially suitable role, you will be interviewed for that role ahead of any internal candidates (other than those under notice of redundancy or seeking redeployment due to ill-health) who are not on the compassionate transfer register or who are external to the organisation.



# Family friendly

**Due to the nature of our work, we strongly emphasise the importance of providing children with the best start in life. And we want to do the best for our employees to support their own children and family.**

We believe our employees' effort and enthusiasm should be met with care and respect. That's why we implement policies that support our employees' family time.



## Maternity and paternity leave

We offer enhanced maternity and paternity leave. We provide up to 52 weeks of maternity leave, consisting of 6 weeks at full pay and 33 weeks at 50% of full pay plus 13 weeks unpaid additional maternity leave. For paternity leave, we give eligible colleagues 2 weeks paid time off at their usual rate of pay.

## Adoption and foster leave

Colleagues who adopt will be entitled to take benefits that mirror maternity leave. For any colleagues who foster a child, we support them to make the necessary arrangements to settle the child into their family home, by providing a maximum of 5 days paid leave which can be taken following a formal fostering arrangement. This is applicable to long-term and short-term placements.

**52 weeks**

**of maternity leave,  
consisting of:**

**6 weeks**

**full pay**

**33 weeks**

**50% pay**

**13 weeks**

**unpaid leave**

## IVF leave

IVF leave was introduced in 2017 to support colleagues undergoing any form of fertility treatment. Employees with more than 12 months service may receive paid time off for treatment. Those with less than 12 months service with us may take unpaid leave.

# Family friendly

## Neonatal

This was introduced to support parents where their newborn has to spend time in a neonatal unit. Employees have access to up to 12 weeks neonatal leave, for the duration of time their baby remains in neonatal care. This will be paid at a flat rate of £160 per week.

## Pregnancy loss

The experience of pregnancy loss is poorly understood due to the secrecy and silence around it. It varies from person to person, but it can be an incredibly frightening, traumatic, and painful event. And it can have a lasting physical and emotional impact on those experiencing it and their families, no matter what the nature of the loss or when it happens.

We are therefore committed to supporting everyone who suffers a pregnancy loss, whether it happens directly to you, your partner or your baby's surrogate mother, and regardless of the nature of the loss and your length of service.

For those losing their baby before week 24 of pregnancy they will have access to up to 10 days of paid leave.

For those losing their baby after 24 weeks of pregnancy they will have access to their full entitlement to maternity / paternity leave.

Employees are also entitled to two weeks' parental bereavement leave on full pay if their child passes away under the age of 18 or if their child is stillborn after the 24th week of pregnancy.

## Parental bereavement leave

We also offer a period of paid parental bereavement leave for those who have lost a child under the age of 18, in addition to any other type of leave they might need to take. This additional leave can be taken flexibly over a period of 56 weeks from the date of their child's death.

Leave can be taken either in a 2-week period or in 2 periods of 1 week, but can't be taken as individual days. Leave can be taken at any point from the date of your child's death up until 56 weeks later.

This extended period recognises that, as a bereaved parent, you may need some flexibility as to when you take the leave. For example, you may wish to take one block of leave around the first anniversary of your child's death or at another time that is special, such as your child's birthday. Or you might already be on another type of leave, such as maternity leave or sickness absence.

We will never ask you to provide any evidence of the death of your child.

## Leave for carers

Employees have a right to 5 days leave to support dependants from day 1 of their employment.



# Learning and development

We make sure all our employees have access to the resources and training needed to perform their role, as well as access to learning and development opportunities to support their career and personal development.



## Elearning courses on the Academy

All our employees have access to a wide range of online courses for free on our 'Academy'. The Academy is our online learning and performance management system that gives employees access to hundreds of different courses that are relevant to all roles within the NSPCC. It includes playlists to listen to, various material to read and sessions and workshops to take part in. Courses and training are available to all employees. And it includes what you need to perform your role; content to support your personal development; content to help you build your capability, effectiveness, and confidence to achieve your personal potential; and a range of content to support your wellbeing and emotional resilience.

## NSPCC elearning courses

All employees also have access to our highly-rated range of elearning courses. These are aimed at helping organisations and individuals working with children and young people to gain the knowledge and skills they

need to keep them safe. And 98% of our customers would recommend NSPCC elearning courses. You can take these courses as part of your professional or personal development.

Income generated from the sale of the courses to external customers is re-invested back into the NSPCC. So by helping to promote the courses, you're supporting the organisation's direct work with children.

## Management development programme (MDP)

All our people managers take part in a 4-day learning and development course. This is part of the learning that supports managers in their role and helps build their skillsets. The 4-day programme covers these key themes:

- Wellness (managing sickness, resilience, and wellbeing)
- Performance management and getting the best out of people
- Communication, connection, and engagement

# Learning and development

Our management development course, designed specifically for us by learning experts LEVELheaded, will equip our line managers to develop a consistent, values-based, inclusive management style.

## Apprenticeships

Apprenticeships provide a work-based route to gaining a professional qualification. It's a way for our employees to learn new skills and achieve a new professional qualification with no financial worries, and where they're not limited by their age. At the NSPCC, we provide access to a broad range of apprenticeships at various levels. Areas of study cover things like software development technician, cyber security technologist, HR consultant, business administrator, L&D consultant, professional accounting, data analyst, team leader/supervisor and many more. Our apprenticeships also cover Master's degree level. For example, in partnership with Corndel and Imperial College London, we offer

an Executive Development Programme. This apprenticeship is a Level 7 (Master's degree level) qualification aimed at anyone wishing to pursue an executive or senior leadership career, or simply develop their leadership skills.

The Executive Development Programme is a unique 12-month apprenticeship which covers 6 core leadership topics. It offers personalised 1-2-1 mentoring from some of the best training providers in the industry. And it offers each apprentice the opportunity to attend Imperial College Business School Masterclasses! This apprenticeship is accredited by Imperial College London.





Funding can be up to a **maximum of £3,000 per year** where the training will lead to a clear direct and immediate organisational benefit.

### Financial support for external training

We want to make sure that everyone who works with us is supported and able to develop the skills and knowledge required to carry out their role effectively and at the expected level. However, we recognise that this development may include some of you working toward professional qualifications while working here.

To support this, employees can apply for support to gain a professional qualification that is relevant to their role. This is available to all NSPCC employees and to all courses leading to a qualification, as well as any other external training course which costs more than £500 and/or requires 5 or more days of attendance.

Funding can be up to a maximum of £3,000 per year where the training will lead to a clear direct and immediate organisational benefit. Any additional costs over £3,000 should be funded by the individual. In other cases, we may consider funding up to 50% of the course cost, to a maximum of £1,000.

### Study leave

Some paid time off will be given for the following activities:

- Attendance on a course which runs during the day
- Exams and exam revision
- Completion of assignments
- Portfolio development

The amounts are laid out below:

- Time off to attend daytime courses = One day per week during academic term time to a maximum of 30 days per year
- Time off for exams = Half a day per exam
- Revision = One day per exam
- Portfolio development = One day per month
- Mentoring or assessment = Half a day every month

# Learning and development

## Research in practice

The NSPCC is a member of Research in Practice (RiP), a national organisation which champions evidence-based practice in child and family services. They work closely with us to champion evidence-based practice in other ways.

As an NSPCC employee, you will have access to a great range of free resources and training opportunities. These include a range of research briefings; 25% discount on elearning, conferences and trainings; and discounted webinars at time of broadcast or free at a later time. You will also be able to access hard copies of all research briefings and reports from our library.

## Mentoring

Mentoring is a semi-structured way of providing guidance where one person shares their knowledge, skills, and experience to help another to develop and grow in their own lives and careers. It's about more than just 'giving advice' – mentoring is a partnership between 2 people with an emphasis on shared learning.

The role of a mentor is to build capability. A developmental mentor helps the mentee discover their own wisdom by encouraging them to work towards career goals or develop self-reliance.

Our NSPCC 'Your e-mentor' programme offers NSPCC employees that chance to receive support from an external mentor. Mentors come from a broad range of external organisations including Lindt and NatWest.



## Development opportunities

As well as more structured formal learning and mentoring at the NSPCC, we encourage personal and professional development through acting up and secondment opportunities. These can cover a range of scenarios:

- An internal job rotation related to a vacancy or a specific project providing a temporary opportunity for NSPCC employees who have the appropriate skills, knowledge, and experience.
- External job rotations to organisations outside of the NSPCC where an external organisation is seeking specific qualifications, skills and experience found within the NSPCC's workforce. Or they can offer a development opportunity for NSPCC staff.
- Acting up opportunities providing the chance to act into a more senior role. A unique opportunity for employees to develop their existing skills, to learn new ones, to expand their experience and/or to increase job satisfaction.

# Our NSPCC

We believe that every person has the right to be their true self and to live a full life without prejudice, fear, or barriers. This belief is at the heart of everything we do.



## Equality, diversity, and inclusion

Here at the NSPCC, everything we do is to protect children and prevent abuse. That's why our commitment to EDI is so important. We can only be here for every child if we meaningfully include and champion diversity in our staff, volunteers, supporters, partners, and service users.

So, our vision is that:

**Together, we can remove real and perceived barriers, valuing everybody who volunteers with, works for, supports or benefits from our work.**

Embedding EDI into everything we do is one of our guiding principles for the next decade. Our approach to this is set out in our NSPCC EDI action plan 2022-23, which covers 3 core themes. These will help us to address our priorities and steer further ones each year:

### Diversify our workforce and volunteer base

One way of reflecting the society and communities we serve is by setting targets and creating activities that diversify our workforce.

### Create an inclusive culture and sense of belonging

We also need to give the same amount of attention to what it feels like to be part of the NSPCC. We need to create a culture where all our people don't have to fit in – rather, they feel like they belong. A culture where each person can be their full self, celebrating our differences and diversity.

### Create an inclusive leadership

None of the above will be enough unless we build an ethos of inclusive leadership. An inclusive leader creates the conditions for inclusion to flourish and for diverse individuals to thrive in an organisation. It's the 'glue' that holds it all together.

# Our NSPCC

As Brett Terry, our people director and executive board sponsor for the EDI Steering Group says:

“I passionately believe in the power and magic of people. I believe that people’s values, identity, upbringing, culture, language and experiences all shape who we are. I think that that richness of individuality makes us collectively stronger.

I don’t believe it’s enough for us to accept diversity, we need to reach out and embrace it. Only if we do that can we fully understand the world that children live in and be relevant to all children who need us.”

You can read more from our people and their thoughts [here](#), and see our commitments outlined in our EDI vision and [action plan](#).

## Lived experience network groups

We want everyone to be free to express themselves and their experiences. Employees are encouraged to share blog posts on our internal intranet.

Our lived experience networks are also here to support and represent our employees and bring together allies. Employees and volunteers learn and connect through internal education sessions such as:

- our ‘espresso sessions’, which are webinars that explore different topics and allow employees to regularly learn from experts and each other
- sessions organised by our lived experience networks, like our ABC of LGBT(Q+) sessions, where we invite speakers to discuss a different topic, each month, related to gender identity and sexuality
- activities to raise awareness of events throughout the year, such as Mental Health Awareness Week, Black History Month, Pride Month and Disability History Month.

Our groups include the Black Workers Support Group, Thrive Network, Muslim Colleagues and Allies Group, PINCC (Pride in the NSPCC's Colleagues and Children), the Family Network and Action 4 Deaf and Disabled as People Together.

### **Black Workers Support Group**

The Black Workers Support Group promote the interests of all Black, Asian and minoritised ethnic employees, providing space for support, networking, and professional development. They work with the organisation to positively influence policies, procedures and services that impact on Black and minoritised ethnic communities.

### **Thrive Network**

Our Thrive Network supports employees with their own or others' mental health and wellbeing, a space where people can share with and learn from each other. The group also host Thrive Live webinars every other month to improve learning and understanding around mental health.

### **Muslim Colleagues and Allies Group**

The group provides support to Muslim employees as they challenge and overcome any barriers at work and in their local lives. Members blog about their experiences and about aspects of their faith to share with the wider organisation and promote understanding and inclusivity. They meet every fortnight to share experiences, perceptions, feedback, inform the wider organisation and organise online events.

### **PINCC (Pride in the NSPCC's Colleagues and Children)**

Nominated for best network group by the British LGBT Awards 2022 – PINCC exists as a critical friend to the NSPCC to champion the rights of LGBTQ+ children, young people, employees, and volunteers. PINCC have consulted on policies at the NSPCC, run Pride campaigns, and have developed an educational series, the ABC of LGBT(Q+) for all employees with sessions every month, and much more.



# Our NSPCC

## Action 4 Deaf and Disabled as People Together

They offer support and advice for D/deaf and disabled colleagues and anyone who has a long-term health condition. Their aim is to ensure NSPCC services, campaigns and activities are inclusive, accessible, and enabling for D/deaf and disabled children, young people, their families, and the wider community.

## The Family Network

An inclusive community which helps parents and carers at the NSPCC empower each other through information and support. The group aims to foster a sense of belonging, empathy and connectedness, recognise people's unique lived experiences as carers/parents, and influence policy and practice.

## Our Menopause Network

A community that provides support and friendship to colleagues who are experiencing the menopause. And to challenge the stigma associated with the menopause in the workplace.

## Recognised trade union

Community is the recognised trade union for NSPCC employees. Whatever your role, directorate or working pattern, Community is here for you and open to everyone. They give advice, assistance and protection for you and your family, at work and at home, including:

- negotiating agreements on pay and conditions
- discussing members' concerns with employers
- discussing big changes
- supporting members in disciplinary and grievance meetings.

In accordance with our Recognition Agreement, the NSPCC consults Community on fundamental changes in working conditions or policies which affect a significant number of employees.

Community negotiates with NSPCC management on behalf of employees over issues ranging from pay to changes to terms and conditions of employment. Members working for the NSPCC can also get support from



Community on issues such as health and safety, flexible working requests and problems in the workplace.

Community believes in building a constructive equal partnership with employers and have a good working relationship with management at the NSPCC. They do however retain their strength and independence, and don't hesitate to take action in support of their members when necessary.

Community is here for you day to day through:

- their advice line that runs Monday-Friday 9-5pm, answering all member enquiries
- securing fair treatment, fair pay and fair pensions by supporting our members with individual and collective representation
- working with members from under-represented groups to achieve fairer and more equal workplaces
- campaigning politically on issues that affect our members
- active support to bring about positive change

- providing training, career advice and member support fund
- sourcing and delivering a range of fantastic benefits for our members; from family discounts, free will writing service, personal injury claims, to free legal and professional employment advice.

Community's aim is always to work with employers, not against them.

#### To find out more or to join, to get in touch:

- Call our Member Service Centre: **0800 389 6332**
- Or visit **[Community-tu.org](https://community-tu.org)**
- Email us: **[nspcc@community-tu.org](mailto:nspcc@community-tu.org)**

# Our NSPCC

## Valuing and recognising our people

We recognise that it is only through our people that we can achieve our mission to be here for children and young people. And we place great importance on creating a culture where colleagues and managers recognise and value the contributions of their team and colleagues.

### Recognition awards

We have amazing people doing amazing work every day. But sometimes an individual will do something or deliver a piece of work that truly stands out as being beyond expectations. Work that's taken them outside of the box to pull it off, that has pushed them to their limits. We want to be able to acknowledge these people with a small expression of gratitude – hopefully to be used to treat themselves or family to something they enjoy.

All employees who have completed at least 6 months service are eligible to be put forward for an award. The amount of the award available will be £150.

### Value Stars

We all know a colleague who helps someone out in busy times, lends a friendly ear when someone needs it, or has creatively managed that special project. To recognise and value these people, any employee can award a colleague a 'Value Star'.

The Value Stars are based on our 5 values: making an impact, taking a stand, putting children first, working together and striving for excellence. These values are our foundation. They define who we are and remind us of what's important to us all. That's why we base our awards on our values – they define what makes us 'us' and drive us towards our bold vision.

Each quarter, everyone receives 20 Value Stars which they can award to colleagues who they feel have demonstrated our values.

## The NSPCC People Awards

Each year we hold our annual NSPCC People Awards. This provides a regular and consistent opportunity for our people to showcase best-practice examples of our values and behaviours in action.

They bring together all our staff and volunteer award programmes – Star Performer Awards, Esther Awards, and Childhood Champion Awards – to be celebrated holistically during an annual virtual event.

### Star Performer Awards:

Recognising our staff and volunteers' achievements who demonstrated our values to make a difference for children in the last year.

The categories are based on our 5 values. They recognise how staff and volunteers are living our values to help take us one step closer to stopping child abuse and neglect.

- Putting children first – we put children first in everything we do.
- Making an impact – we base our actions on evidence and the difference we will make to children.

- Taking a stand – we are courageous in standing up for what is right.
- Working together – we achieve more for children when we work together.
- Striving for excellence – we always strive to be the best so we can give every child a life free from abuse.

**The Esther Awards:** Recognising staff or volunteers who had a 'lightbulb' moment and made a difference to the lives of children and families we work with in the last year.

The Esther Awards celebrate those 'eureka' moments and ideas, and were introduced in 2019, after Dame Esther Rantzen stepped down from the Board of Trustees after 12 years.

**The Anita Green Childhood Champion Awards:** Recognising one member of staff and one volunteer who have made a big impact towards our mission to stop child abuse and neglect. Or to how we protect children and young people throughout their time with us.

# Ways of working

**At the NSPCC, we seek to be as adaptable as possible in everything we do. We always put the needs of children, young people and families who need our support first. But we also work actively to understand the needs of our staff, volunteers and supporters and meet these where we can, ensuring that those who need us continue to be supported.**

We continue to provide strong leadership internally and externally, setting clear priorities and providing direction in our area of expertise.

## For our people

We keep people informed of our intentions and reduce uncertainty where we can, even if we do not have the full answer. We will be transparent with our information, sharing both the context for and the decisions themselves, so people can better understand the reasons for those decisions.

We are flexible and adaptable in the way we work, being sensitive to individual circumstances and balancing these against the primary need to support children, young people and families. We support our flexibility and adaptability in working practices through our approach to buildings and the spaces we provide for our people.

We trust our staff and volunteers to perform to the best of their ability and in the best interests of the NSPCC and the people it supports. This focuses on the impact we are having and the outcomes we are achieving for children, young people, and families.

We value people's wellbeing and mental health, and ensure we are supporting these in the way we work.

We seek to attract different employees and volunteers to support us, being flexible to accommodate their needs.

## Flexible and hybrid working

We understand that many of you might benefit from more flexible working arrangements rather than the standard working pattern. Our policies and practices support flexibility in where, when, and how you work, balancing your individual circumstances against our service delivery, business need and any potential impact on others.

Your manager will discuss with you the appropriate way of working for your role, whether that is being office/location based, being home based, or working in a hybrid way.

Our flexible working policy provides all our employees with a day 1 right to request a flexible working pattern. This includes working compressed hours, job sharing, and part time working.



**Together, we can stop child abuse and neglect – by working with people and communities to prevent it, transforming the online world to make it safer for children, and making sure every child has a place to turn for support when they need it.**

Everyone has a part to play in keeping children safe. Every pound you raise, every petition you sign, every minute of your time, will make a difference.

Together, we can change children's lives.

**[nspcc.org.uk](https://nspcc.org.uk)**

**EVERY CHILDHOOD IS WORTH FIGHTING FOR**

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