



Carers Support Centre  
Bristol & South Gloucestershire

## Summary of employee entitlements and benefits

### Annual Leave

All staff are entitled to 35 days paid annual leave (pro rata). CSC gives more than the statutory annual leave entitlement (which includes any entitlement for Bank Holiday). CSC requires its employees to take a day annual leave for each Bank Holiday that falls on one of their working days as CSC does not open on Bank Holidays.

CSC rewards staff after 5 years of employment by giving additional leave (pro rata) increasing annually for the next 5 years.

In addition to Annual Leave staff are entitled to up to 1 working week equivalent of paid Carers Leave.

### Eye Tests

All staff are entitled to claim a maximum of £25 for an eye test and £40 towards the costs of glasses/contact lenses as prescribed by their optician, once every 2 years. To claim these payments – please email a copy of the receipt for the eye test and glasses (clearing displaying all the information) to the Resources Officer who will record the information and arrange the payment into your bank account.

### Emotional support helpline

Staff can access a free and confidential telephone advice and counselling service. This can be used for work or non-work-related issues. There is no limit to the number of sessions you are entitled to access. There is both a weekday telephone appointment system and an out of hours helpline.

### Staff Wellbeing Plan

We have a Staff Wellbeing Working Group which meets quarterly and develops our ongoing action plan. This includes:

- Providing support and training for staff wellbeing champions
- A wellbeing notice board in the kitchen
- Information and conversation events around mental health awareness
- Providing free fruit for staff

- Providing mental health training for line managers
- Organising free quarterly wellbeing taster sessions for example, Tai Chi, Yoga, Walking Group, Mindfulness.

### **Refreshments**

We provide free tea, coffee and a fruit bowl for our staff team.

### **Time to Change**

We have signed an employer pledge to demonstrate our commitment to changing the way we think and act about mental health in the workplace. We are committed to creating an environment where employees feel supported and are able to talk about their experiences.

### **Cycle to Work and Tech Scheme**

Employees can buy bicycles, relevant equipment and IT (laptops, pcs mobile phones) saving money at the same time. This is done via a salary sacrifice, which is a deduction taken from your monthly pay before tax and national insurance, meaning you won't pay these contributions on the value of the sacrificed salary.

[Link to info re Tech & Cycle scheme](#)

### **Free entry to attractions**

We have annual memberships for entry to local attractions (see list below) which are aimed at young carers and their families. However, when these passes are not being used, they can be used by staff and their immediate family.

- Bristol Zoo
- Wild Place
- Bristol Aquarium
- Avon Valley
- Puxton Park
- Noah's Ark

### **Free tickets**

We are sometimes offered free show tickets for carers for example by the Hippodrome, which we can make available to staff and their families/friends if not taken up by carers.

## Membership of Carersmart

This is a benefit scheme offered to all staff members, which is accessed through our national network membership of Carers Trust. For example:

- Discounts on holidays and travel arrangements.
- Reduced price lifestyle activities.
- Free legal advice services.

For more information, see: [www.carersmart.org](http://www.carersmart.org)

## What staff say about working for Carers Support Centre:

*'Many thanks for making my time at CSC a memorable experience and learning curve. You are fab people with good hearts and passion. Keep doing a great job, what an amazing bunch you are.'*

*'Keep up the good work, you do such a great job for carers.'*

*'I think that CSC is a supportive employer offering flexibility with working patterns. It manages to feel relaxed whilst having a very committed staff team and productive environment within which to work. The wellbeing group is a really good idea and feels very positive. Having access to staff counselling is also a good resource.'*

*'I love working here, definitely the best employer in the area. Flexible working is really valuable, especially with having children at school. The work can be challenging but feeling like I am helping people is really important to me.'*

*'CSC is the best employer that I have worked for in my employment history. It's very supportive and well run. I very much value the friendly and caring work culture and the trust the organisation shows towards its employees. I also feel that CSC goes above and beyond to support with well-being initiatives.'*

