

Paycare

Reasons to be Grateful 2020



Mental Health
E-Clinics Launch - over 300 delegates benefited from our wellbeing team's expertise on everything from stress management to kindness.

MyGiving Reasons to be Grateful Charity Vote - £3000 of charity money to be donated.



92% of claims received are paid within 48 hours.



Sponsored the Express & Star's Heroes Awards - Ambassador of the Year and Hero of the NHS.



Extended partnership with Luxury Brand Molton Brown which saw Policyholders given access to unique offers.

Fully operational with coverage from the managers to the Customer Service teams, we've been able to keep everyone in work and have been lucky enough not to need to furlough, nor lose any team members. Even bringing new team members in and delivering on development commitments for the team. Covid with safe working practices implemented, training and adopting remote working.



We helped reduce period poverty by distributing sanitary products intended for the Molineux toilets to local charities while the stadium was closed to fans.



Awarded Corporate Volunteer of the Year By the Beacon Centre!



We've still been here for you. On average, 242 claims have been processed a day.



Looking after the Paycare team



In the office, we all found our Zen in different ways, and luckily throughout the time at home, we've continued with yoga sessions for the team...
Namaste.

Wellbeing Policy review and training - extra wellbeing days and commitment to mental health during Covid.



We've been creative in our ways of supporting local charities and initiatives helping those in need with supplies, time, understanding and kindness.



Main sponsors of Motherwell FC - After two fantastic years of sponsoring the well-loved community club, we decided to become their front-of-shirt sponsor!



This year we got to know our teams in a different way, with glimpses of families and home life. Babies on heads and home-schooling happening at a shared table. We got a delightful glimpse through the key keyhole, letting one another into our virtual backdrops and the warmth of our homes.



The year none of us could make plans, we still made the most of our Birthday days off for the first time, baking cakes, having a catch up with friends online, or making the most of the year's glorious early summer sun!



Number of snacks consumed, by the team, during our time working from home - countless! Luckily we've had some guest nutrition advice to help to keep our minds and bodies healthy!



How many times we've said "you're on mute"... We might've lost count of this one, but we have implemented remote working practices with our team, and third parties to keep service for our customers at an all-time High.



Looking after our Policyholders, Members and Groups



Bundle Launch - our low cost and high value Wellbeing Package which aims to help employers engage their teams and to keep them mentally, physically and financially healthy.

MyPocketGP Re-Launch - Our much loved and much used digital doctor service (GP 24/7) was relaunched with a new name, look and feel as MyPocketGP.



Sponsorship of The Haven's Domestic Abuse Helpline and newly launched live chat, which has been a lifeline for many struggling in 2020.



MyPeople News - launched for the first time in 2020 on a monthly basis to provide our groups with extra support, health and wellbeing tips and community news.

Guest blogs with Beacon Centre & Laura Butler.



Looking after our Communities

Undisclosed number of meetings secretly conducted whilst wearing a snuggly pair of pyjama bottoms... We hear that the team regularly passing it off as 'loungewear'!



We've been there for Policyholders, Members and for each other, through some tough times, and made it through stronger than ever.



Bilston Town FC Sponsorship - We will be sponsoring Bilston Town Football Club's kits for the next two years.



Survived an average of 2 Zoom meetings, per day, per person. The numbers started to look very high when we did the maths! So we've used initiatives like #TechTimeOutDay to help redress the balance and maintain the wellbeing of the team.