

Appendix 9aa

Employee Support Services

The council offers free coaching and counselling services to support employees. Details of both these services are as follows:-

Coaching Service

Coaching may be able to help you to find the answers and practical solutions to a number of different problems or issues that you may be facing. From confidence-building to work relationship issues or all-round self-improvement, the service can help you to identify the things that could be holding you back or that you want to change and help you to find a way of resolving them. To access the service or to find out more, please contact - **coaching@torbay.gov.uk**

For more information about the service, please see coaching service leaflet which can be found by clicking [here](#) from a desktop and clicking [here](#) from an iPad.

Counselling Service

Counselling is a free and confidential service available to support employees with a range of issues, including:-

- Relationship problems
- Bereavement
- Ill health
- Anxiety/depression/despair
- Panic attacks
- Stress at work
- Harassment/bullying
- Sexual/physical/psychological abuse
- Retirement/redundancy issues
- Lack of direction/meaning
- Low self-esteem
- Alcohol/drug dependency

The service provides access to a network of trained external counsellors in various locations across Torbay. For counselling appointments and enquiries please call 07798938236. This is a direct line to a Counsellor. If the Counsellor is not available to take your call please leave a message and they will call you back as soon as they can. If you are in urgent need of speaking with someone, or feel in crisis, the following 24 helpline is available:

Samaritans Tel: 116 123 - <http://www.samaritans.org/>

Other services are available locally and nationally to provide individual support:-

Torbay Carers Service - <http://www.torbayandsouthdevon.nhs.uk/services/carers-service/>

Torbay Drug and Alcohol Service - <http://www.torbayandsouthdevon.nhs.uk/services/drug-and-alcohol-service/>

Torbay Depression and Anxiety Service (self-referral) – <http://www.areyouok.co.uk/directory/depression-and-anxiety-service/>

Stop Smoking Services - <http://www.torbayandsouthdevon.nhs.uk/services/healthy-lifestyles/stop-smoking/>

National Debt Helpline - <https://www.nationaldebtline.org/>

Corporate Training

Mandatory iLearn modules

A reminder to Line Managers that the mandatory iLearn modules are as follows:

- Induction (for new starters)
- Equality & Diversity
- Induction to Safeguarding Children and Adults
- Introduction to Information Governance
- Introduction to Information Security
- Asbestos Awareness
- Back Safety
- Display Screen Safety
- Driving Safely at Work (Council vehicle drivers only)
- Fire Safety
- Stress Awareness

Access the My Team area on iLearn and click on the Records link of your team member to check module completions.

<http://torbay.learningpool.com/>

Wellbeing at Work

See the Wellbeing at Work page on the intranet for further information and contacts about local sports clubs and activities as well as the following available to all employees at work:-

- Pilates classes – Tuesday lunchtimes Assembly Hall Town Hall ,
- Emma's Running Club – various days, lunchtime.
- Neck and Shoulder Massage Treatments.

- Tui Na Massage
- Badminton – Wednesday 12.30 pm – 1.30 pm; Fridays 12.30 pm – 1.30 pm.
- Wildlife Walks – First Wednesday of the month - 12 noon.
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For more information and contacts please see the Wellbeing at Work Intranet page:-
<http://insight/index/information/humanresources/occupationalhealth/wellbeing.htm>

If you have any wellbeing suggestions please email them to **wellbeing@torbay.gov.uk**