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PublicSectorResourcing.com

Worker Wellbeing Guidance

Version January 2025

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Introduction

This Worker Wellbeing Guide has been compiled by the AMS team who manage the Public Sector Resourcing (PSR) framework, and the purpose is to provide you with details on where you can find additional support or access resources. It includes information about access to Unmind, an online wellbeing platform which is full of self-help programmes to improve wellbeing but also information on where you can find support from Mental Health First Aiders if you need to access this service.

As a Contingent worker engaged via PSR, you may have been engaged by AMS, as we are the employment business organisation who delivers the PSR framework, or through one of the recruitment agencies within our supply chain. In addition to this, you will have chosen one of a selection of engagement types, such as PAYE (pay as you earn), managed in partnership with Giant, via an Umbrella company, or via your own Limited Company. These complexities mean that you could be eligible for a variety of services depending on your engagement choices.

Please note that despite the fact we do offer worker wellbeing support of some sort to all contingent workers engaged via PSR, it does not impact or change your engagement model and/or employment status in any way. AMS act solely as the employment business for the purpose of your assignment with the end-hirer, hence it's important that you speak to your direct employer (which may be the supplying agency, the umbrella company, Giant or PSC company), if you are unsure of the support that is available to you.



Unmind

AMS have an exclusive partnership with leading wellbeing platform, Unmind, to support all PSR workers whether you have been directly sourced by AMS, or via a PSR supply chain agency.

This app is provided to you at no cost to either you, or the supplying agency.

This service, available online or through the Unmind app, offers a comprehensive suite of evidence-based tools to support mental health and overall wellbeing. Users can explore interactive courses, engage in daily exercises and complete science-backed assessments designed to address various aspects of life, such as sleep, physical health and managing stress.

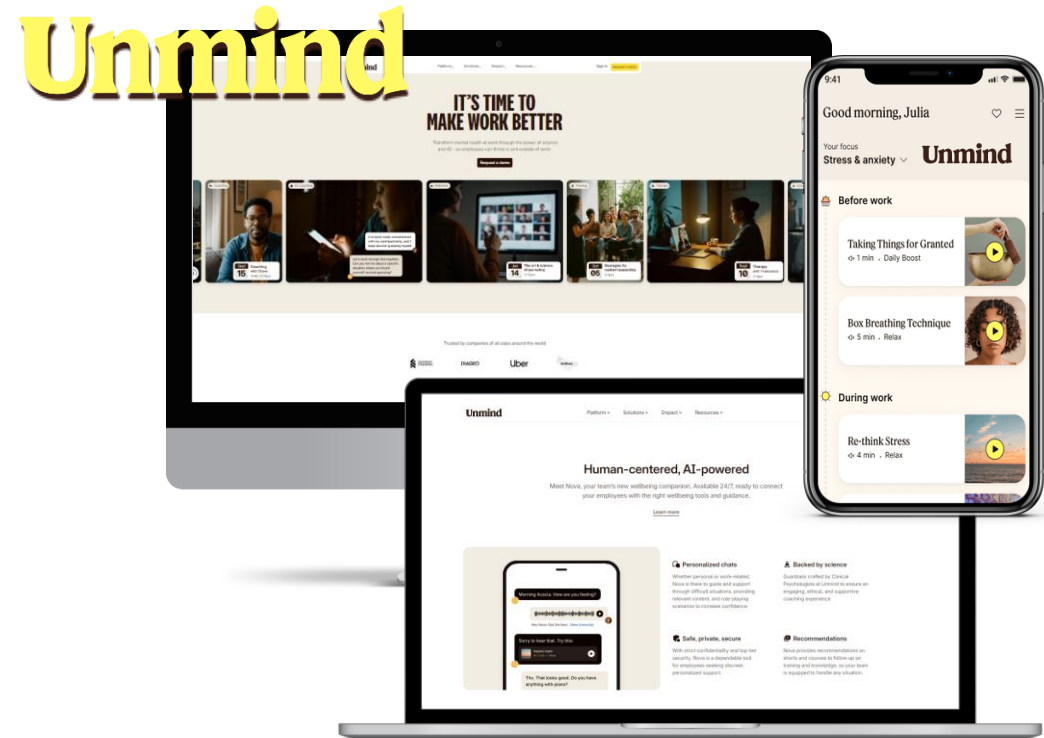
How can I access this service?

You will be asked if you would like access to the Unmind platform when submitting your first timesheet in Fieldglass. If you decide to opt in, you will have access for the duration of your engagement via PSR, unless you request for the account to be closed during your assignment.

What should I do if I change my mind?

If you choose to decline access when you submit your first timesheet and have changed your mind, or would like your active account to be closed, you should email

Helpdesk@publicsectorresourcing.co.uk.



Available for all PSR professional contingent workers

Mental Health First Aiders

Trained Mental Health First Aiders (MHFA's) provide support and signposting for someone experiencing poor mental health, directing them to the resources available to them.

To demonstrate our commitment to fostering positive Mental Health and Wellbeing across PSR, we have invested in the training of five Mental Health First Aiders (MHFA's) who are available to support all professional contingent workers engaged via PSR including those engaged via our supply chain.



Available for all PSR contingent workers from October 2024

PSR Mental Health First Aider Service

T: 0203 621 1596

E: PSRMHFA@weareams.com

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**Ian Hazlett, Senior Manager,
Client Services, PSR Recruiting**

I am a former Army Engineer, but an accident ended my career. This experience had a significant physical and mental impact on me, however, over time, I began to open up and talk through my challenges, which helped me grow as a person and come out stronger on the other side.



**Harry Egerton,
Senior Client Relationship Advisor,
PSR Relationship Management Team**

I have a keen passion in providing support to individuals experiencing mental health issues. I'm dedicated to promoting mental well-being and reducing the stigma around mental health in my community.



**Helen Hollywood, Talent Community
and Engagement Specialist**

My passion lies in de-stigmatising mental health, fostering an environment where individuals feel empowered to seek support and engage in open conversations.



**Natalie Taylor, Diversity Specialist,
PSR Social Value Team**

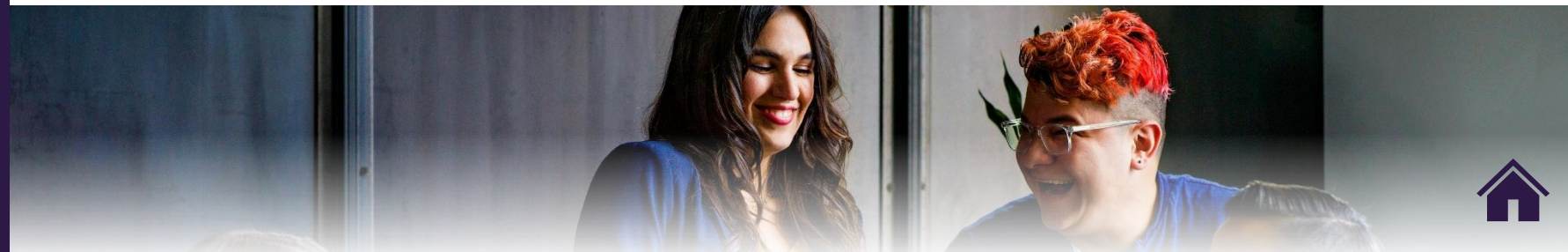
I'm able to draw on my own personal experiences with ill mental health and therefore able to empathise with others who are experiencing similar issues.



**Luke Hollands,
Client Relationship Advisor,
PSR Relationship Management Team**

I have served 13 years in the British Army and I have a passion for supporting others with their Mental Health, as I was diagnosed with PTSD and have battled with my own Mental Health, I'm able to use my experiences to help support others in need.

Brook Street Admin & Clerical workers should contact your local branch and request further information about the 'Margery Club', Associate Mental Health Support.



Reasonable Adjustments

A reasonable adjustment is a change to the way that we usually do things, to ensure that everybody can access our services and to remove, or reduce disadvantages experienced by neurodivergent people or those with disabilities. Reasonable adjustments are addressed and taken into consideration accordingly, regardless of your engagement method. Those who are not engaged via AMS, should inform their supplying agency of any reasonable adjustments that would be required.

Checkpoints Include:

Throughout the recruitment process you will be asked if you have any specific requirements, particularly:

- › Within the role advertisement
- › Prior to interview

The Recruiter will notify the Hiring Manager / Interviewer of specific requirements.

During offer stage, there is further conversation with you regarding any reasonable adjustments necessary going forward.

During the onboarding stage, you will be asked about your personal health, specifically, if anything is flagged, this will be raised with the relevant hiring manager, so that support can be provided.



Available for all contingent workers

If you are a PSR worker contracting through Giant Professional (umbrella) and Giant Precision (PAYE), you can opt into the [Advantage Benefits](#) scheme at any point during your assignment, and when doing so get access to the Employee Assistance Programme (EAP). If you choose to opt in, there is a weekly fee deducted from your pay. The EAP gives access to several benefits including counselling.



The Care First Employee Assistance Programme is offered as part of the giant advantage benefits scheme which is available to all giant workers from **£1.75 per week**.

Expert advisors, trained by citizen advice, can provide comprehensive answers and assistance on a wide range of issues which affect daily life, the service is completely confidential and inclusive of the Giant advantage benefits

The programme offers support ranging from help with finances and budgeting to arranging care for elderly relatives or children whilst at work.

Confidential counselling can be received either online or on the phone, counsellors are available 24/7 via the telephone helpline and the online counselling facility is available Monday-Friday 8:00am-10:00pm and weekends 9:00am – 6:00pm

Helpful tips can be found on the care first website including how to sleep soundly and how to eat more healthily.

Key areas of support through the programme:

Home:

Bereavement & Loss, Childcare and Relationships

Work:

Stress at Work, Retirement, Workplace Conflict

Health:

Fitness, Nutrition/Diet, Physical Health, Smoking & Drinking



Guaranteed Interview Scheme

Prioritising candidate wellbeing from the moment you apply

The PSR Guaranteed Interview Scheme ensures that candidates with disabilities, including those who are neurodivergent, ex-service personnel, and military spouses who meet the minimum criteria for a role receive a guaranteed interview with the end Hiring Manager.

By prioritising an equitable hiring process, we aim to positively impact the wellbeing of our candidates, fostering a supportive environment from the start of engagement and help our customers meet their obligations to the Disability Confident scheme and the Armed Forces Covenant.



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At PSR, we recognise the importance of hiring a diverse workforce and driving inclusive and accessible recruitment practices not only within our own business but for our customers too.

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This ground-breaking scheme means that candidates who meet the essential criteria for the role in which they are applying and are either a veteran, military spouse or partner, or have a disability, will benefit from a guaranteed interview with the end customer hiring manager.

Veteran

Military spouse or partner

Disability



Available for all candidates who meet the minimum criteria for a role



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AMS DEI Alliance Partners

Our expert partners from the AMS DEI Alliance offer insights and resources through their websites to support your personal and professional growth. Explore their expertise to guide you at every stage of your career journey.

Disability/Neurodiversity

View [Quick Reference Resources](#) for support with neurodivergence. View the [Advice and Resources](#) Blog.

Disability

View [Careers Advice](#), [Events](#) and [Blog](#) for helpful resources and advice on careers.

Age / Gender

Visit the [Events](#) page to access candidate events and webinars.

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Age

Visit [Life Redefined](#), a platform championing over 50's content from life stories, career advice and fitness.

Military

Visit [Events](#) and resources and insights in their [Articles](#) and [Podcasts](#) for returning spouses, partners and members of our Armed Forces community to the workplace.

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LGBTQ+

Visit [Events](#) and [News](#) to find out what's coming up in the global recruitment and networking hub for **LGBTQ+** professionals.

Social Mobility

For information on how Bridge of Hope can support people from all socio-economic backgrounds. Visit [News and Insights](#) for resources and articles.

Black Talent

Visit [BYP](#) to find out how Black Young Professionals are supported to advance their careers.

External Organisation & Resource

Charitable Organisations

- › **Samaritans** call 116 123 anytime. Supporting individuals at risk of suicide or self harm.
- › **Mind** call 0300 123 3393 for advice on mental health problems/treatment options or call 0300 466 6463 for legal information on UK mental health laws.
- › **Refuge** call 0808 2000 247. 24-hour national domestic abuse helpline.
- › **Cruse Bereavement Support** call 0808 808 1677 for specialist grief support.
- › **LGBTQIA+ Switchboard** call 0300 330 0630 (10-10 every day) or email hello@switchboard.lgbt.
- › **Shelter** call 0808 800 4444. Providing support to homeless individuals or those at risk. 8am-8pm (Mon-Fri) and 9am-5pm (Sat & Sun).
- › **Helplines Partnership** provides information for other UK helplines.
- › **Recovery College** provides a range of online educational courses and resources to people who might be struggling with mental health issues
- › **Citizens Advice** has a range of information and services including, benefits, debt/money, family, housing, immigration and health, law and courts, etc
- › **Shout** Text 85258 anytime to access the text service in time of crisis.

NHS Mental Health Resources

- › **Call NHS 111** (Option 2) for guidance on urgent mental health issues.
- › **Every Mind Matters** an NHS online toolkit that assists people in managing mental health and wellbeing in day-to-day life
- › **NHS Mental Health** provides information and support
- › **NHS Services** provides information on living well, pregnancy, health A-Z, dentists, opticians and help with healthcare costs, etc
- › **Mental Health Charity list** A-Z list of NHS recommended mental health charities, organisations and support groups that offer expert advice



For further information or support,
contact the PSR Social Value Team.

PSRSocialValueTeam@WeAreAms.com

Document Control

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