

# Angel Fulfilment Services Ltd

75 employees  
Call centre with expertise in  
charity call handling processes  
and training



Healthy  
Workplace

## What we do:

Our call centre operates at a 90 seat capacity, utilising some of the latest technology in call handling processes and training.

We cover everything from inbound customer service, charity fundraising campaigns and donation handling, order taking and enquiry services as well as handling supporter care calls. We work with many leading UK and worldwide charities such as WWF and the RSPCA.

## Why we became a healthy workplace:

In 2017, we wanted to enhance our Employee Discount Scheme by adding discounted gym memberships for our employees. We came across the Healthy Workplace programme which opened up a whole new world of opportunities for us!

As well as trying to encourage physical fitness, we recognised that we needed to understand more about mental health and how to provide support. Stress, depression and anxiety were keywords we were seeing on Return to Work interviews on a weekly basis. Other than our Employee Assistance Programme through Bupa, we had no way of knowing how to deal with such issues.



## Recent health and well being activities:

We continue to go from strength to strength with our positive mental health support in the workplace. Our Mental Health First Aiders are proactive in helping, reassuring and checking in on those who might need help. We've removed any stigmas related to mental health, we encourage people to talk to one another about issues/concerns and the 'Angel Family' continues to grow closer. We've also massively improved our Healthy Snack Box, taking advice from Sugar Smart and labelling our items to raise awareness of high sugar and fatty foods. Amy visited us again with her Tanita scales and this is always well received.



## Plans aims for the next year:

Pedometers to be purchased for each member of staff to encourage walking more at work and in their spare time, with some friendly competitions involved.

NHS Health Checks and the return of Amy and her Tanita scales at the end of January is a great motivation for those committed to New Year's resolutions to get healthier.

More stress/anxiety workshops, led by our MHFAs to be held.

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## Quote feedback from Director:

As a business, we know that we have to proactively support the health and wellbeing of our employees in order to improve productivity, increase engagement and reduce absenteeism. We hope that by signing up to the Healthy Workplace Programme and all of the fantastic initiatives involved, we are bolstering trust and commitment to our employees, and we hope to expect the same in return. – Darren Juleff, Managing Director.

## Quote feedback from Staff:

The Company does a lot to support mental health issues, nothing is ever too much trouble and there is always someone to talk to if you are struggling. It's nice to have that environment at work, you get a real sense of community. - Mark, Dec 2018

## Success Story:

Mandy Taplin took on the role of MHFA since August. Since then, she has offered a great deal of support to anyone who has needed it and the training she received has changed Mandy's personal life too. Mandy said she has been able to use what she learnt on the course in her own situations to recognise when she or those around need to take 'time out' and

concentrate on looking after themselves. Mandy is fantastic in the support she provides at Angel and she enjoys making such a positive difference to people at work.

