



THE DUCHY
HEALTH
CHARITY

Duchy Health Charity Health & Wellbeing Conference and Awards

Tuesday 14 October 2025

Programme Pack

working
well



Welcome

Duchy Health Charity supports the improvement of the health and wellbeing of the people of Cornwall and the Isles of Scilly by awarding grant funding to organisations to enable innovative projects aimed at promoting the prevention and relief of sickness.

The Charity are keen to extend their reach and influence across Cornwall and the Isles of Scilly through encouraging other organisations to focus on the health and wellbeing of their employees, clients and service users and the wider public.

To help us achieve these aims we wish to advance best practice through recognising and sharing initiatives that improve health and wellbeing in different settings throughout the life course – growing well, working well and ageing well. This conference will focus on **working well**.

The conference will communicate what good practice looks like and showcase examples from across Cornwall, with awards being presented to exemplar initiatives.

The event will provide an opportunity for employers, not for profit organisations, social and community groups, and Councils etc., to share their challenges and demonstrate their achievements and ambitions in the areas of improving health and wellbeing for people of working age.

We are thrilled to welcome an inspiring lineup of speakers and leading experts who will be sharing insights into national and emerging priorities in the 'Health and Work' field. Today's programme also highlights key workplace health areas and offers valuable opportunities to learn from local examples of best practice—celebrating the incredible work happening right here in our communities.

Duchy Health Charity would like to extend heartfelt thanks to everyone who contributed to making today possible, especially our dedicated Award Assessment Panel:

John Brown – Chief Executive, Cornwall Chamber of Commerce

Rachel Wigglesworth – Director of Public Health (Interim) at Surrey County Council

Professor Antony Woolf – Duchy Health Charity Trustee & MSK Expert

Jade Hanson – NHS Team Manager, Children & Young People Eating Disorder Service

Olivia Miller – Duchy Health Charity Trustee & Associate, Stephens Scown

We are also grateful to Business Cornwall for their generous support of this event, and to the many local business networks who helped promote our event and champion health and wellbeing in the workplace across Cornwall.

Programme of the Day

9.30 Registration & Refreshments

9am – 9.40 – Tai Chi for those booked in advance with Angie Spires

9.55 Welcome & Introductions

Barbara Vann, Chair of Duchy Health Charity
& Professor Tony Woolf, Trustee, Duchy Health Charity

10.00 Reducing work-related ill health – An HSE strategic priority

Sarah Newton, Chair of HSE

10.15 Healthy work and Wellbeing. Where Are we now?

Professor Dame Carol Black, Government Adviser and Chair of the Centre for Ageing Better and Chair of Centre for Homelessness Impact

10.45 Fireside Discussion with Dame Carol Black & Sarah Newton

11.00 Movement Snack

11.05 Supporting musculoskeletal health in your workplace

Professor Tony Woolf, Director MSK Aware CIC

11.20 Healthy Break

11.45 Healthy lifestyle in the workplace

Dr Alison Flanagan, British Society of Lifestyle Medicine

12.10 How Are You? Out Of 10?

Steve Barnard, Community Manager, Talk Club

12.25 Movement Snack

12.30 WorkWell Cornwall – Vanguard and Innovation

Matthew Thomson, WorkWell Consultant, ICB

12.45 WorkWell: Supporting people to start, stay and succeed in work

Kate Mitchell, Relationship and Strategic Director,
Age UK Cornwall and Isles of Scilly

13.00 Healthy Lunch Provided with Networking & Netwalking Opportunities

13.45 Award Presentations

14.00 Fireside Discussion 1

14.45 Movement Snack

14.50 Award Presentations

15.10 Fireside Discussion 2

15.55 Closing Thoughts

16.00 Close

16.00 – 16.30 – Photo Opportunity for Award Winners



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 facebook.com/duchyhealthcharityltd



Sharp's Brewing Co is a local manufacturer of cask ale beers and was founded in 1994.

Summary and background to the wellbeing programme

Sharp's are committed to providing a working environment that promotes positive employee wellbeing and engagement, and minimizes risk to health, through the following:

- Increase the awareness and focus on health and wellbeing issues and the support we provide, through our wellbeing pillars of:
 - Health Mind & Body
 - Financials
 - Work Life Balance
 - Work Environment
 - Job & Family events

- Maintain and utilise our internal Wellbeing BRG (Business Resource Group) and Wellbeing Allies to keep driving our Wellbeing mission across the business.
- Offer a range of resources to ensure employees feel supported at the right time in the right way.
- Gain regular feedback through our employee forums, wellbeing team, wellbeing BRG and HR Business Partners, to ensure employee feedback continues to shape our plans.
- Increase line manager capability and awareness to ensure they are equipped to effectively support their teams in relation to health & wellbeing.

Our Wellbeing programme is inclusive of all our team and we build the wellbeing strategy around the needs of our people. We have a dedicated Wellbeing BRG and across the wider business we have over 110 Wellbeing Allies.



Learning and good practice

Our Wellbeing Hub is a central resource for all of our teams and has a wealth of resources available from Digital GP Services and Back to Better services to counselling services, financial advice, legal support and menopause support.

In 2024 we rolled out Equal Parental Leave and now all of our employees regardless of gender receive 6 months paid parental leave which has been a hugely popular initiative supporting all new parents.

This year we came together to support our local community hub in St Minver combining wellbeing with supporting a local initiative. We had Sharp's team volunteers supporting the community hub with ground clearing and preparing for improvement works which gave us all the opportunity to help a local cause whilst boosting our physical wellbeing. We also continued our theme of physical health with our table tennis championship crowning the winner with the annual trophy.

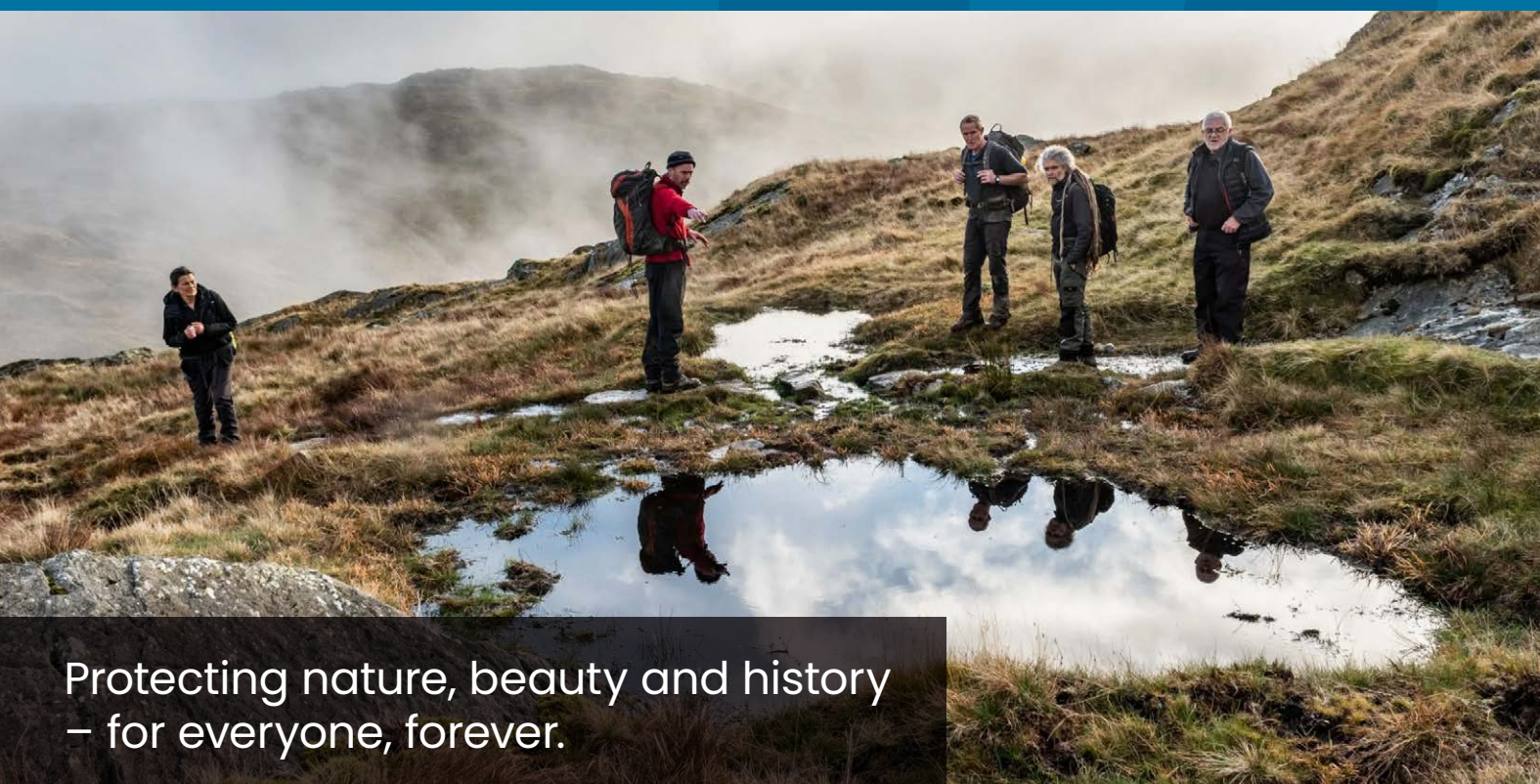
This year we have also been able to provide the SiSu Health Station allowing employees to monitor their own physical and mental wellbeing through regular health checks. We provide this service twice a year to all employees on site.

Our Wellbeing Newsletters are issued on a quarterly basis and are themed across various wellbeing topics, the most recent being grief. This year we have also focused on financial wellbeing with Pensions drop in sessions for all employees.

Future aspirations

As part of our "Better with You" initiative our future aspirations are to continue to develop and grow our Wellbeing Allies, all of whom are Mental Health First Aiders and in 2025 we introduced Grief Training to our Wellbeing Allies to support our teams. Our Wellbeing BRG forms part of the "Better with You" initiative and gives people the opportunity to share their personal stories from a wellbeing perspective. This initiative has not only helped the business to understand individuals and their wellbeing challenges but also for individuals to share their stories with others to offer support.

We are currently discussing our 2026 Wellbeing plans with aspirations to continue building on our five pillars and growing our available resources to support wellbeing.



Protecting nature, beauty and history
– for everyone, forever.

Summary and background to the wellbeing programme

We have been partnering with Healthy Cornwall to offer free wellbeing support to our staff and volunteers for approximately the last three years. We started by offering wellbeing support and information workshops in West Cornwall, then added free health checks. These were so successful we rolled the wellbeing programme out to all staff and volunteers across the whole of Cornwall. Working with Healthy Cornwall, we offer workshops on subjects such as menopause awareness, mental health awareness, suicide awareness, Suicide First Aid, Mental Health First Aid, stress awareness, Food & Mood and Mindfulness and Sleep Hygiene. We offer these at four different National Trust properties across the county to ensure all team members have options within a reasonable

distance to them, as well as offering options as online classes. Both staff and volunteers receive support from their managers to attend the workshops, training and health checks. To date, this programme has enabled 493 people to attend a wellbeing workshop and just under 350 health checks have taken place. These health checks cover a variety of areas, such as blood pressure, cholesterol, weight, metabolic age, BMI, visceral fat and hydration levels.

We have received an abundance of positive feedback, being told that as a result individuals have seen their GP for further support and medication, but also the menopause awareness workshop has saved a relationship and the stress awareness workshop prevented a chronic illness relapse.

Learning and good practice

As we have progressed through the programme, it has become clear which workshops are the most popular and also the geographic areas they are most in demand. We have identified that holding health checks in the Spring and again in the Autumn are the most popular times of year and we also have individuals booking repeat visits a year in advance, or attending workshops for a refresh. Additionally, we have worked with Healthy Cornwall to provide online and outside of the working week options to ensure as many people are included around their existing commitments as possible.

Future aspirations

We hope to continue to offer these educational workshops and the free health checks, holding them twice yearly at a variety of locations and continuing to work with the wonderful team at Healthy Cornwall, offering any new workshops they offer. Additionally, we are hoping to work with other local charities to offer educational talks on a variety of new topics, such as men's mental health, cancer support, autism and ADHD. We hope to begin holding wellbeing walking groups at our properties for the staff and volunteers, as well as introducing hobby and skills swaps, where individuals can learn new skills and hobbies from other team members that can enhance their wellbeing, such as painting, crochet, photography etc.

working well



Hall of Fame



Here for young people.
Here for communities.
Here for you.

YMCA Cornwall provides supported accommodation for vulnerable young people aged between 16 and 24 years for up to two years – providing a safe, stable environment for residents with guidance from a team of dedicated Housing Support Officers. Together these elements provide a secure foundation from which young people can move towards independent living, remain in education and find employment.

We support 50 young people in Penzance. Our accommodation comprises 46 self-contained flats, four move-on flats in the community and four short-term rooms with shared facilities that act as a gateway to our waiting list.

Our Housing Support Officers create a personalised support plan with all of our residents to enable each of them to set and achieve targets concerning education, employment and training. Where required, we signpost to other organisations and help residents to arrange and attend meetings.

Summary and background to the wellbeing programme

We started our journey toward a healthier workplace back in 2011, when we proudly received the Workplace Health Award through a scheme run by the NHS, progressing to the Gold Award within three years. This recognition was just the beginning of our commitment to creating a supportive environment where our people could thrive both personally and professionally. We started this by obtaining leadership buy-in through our very supportive Trustees and they have continued to be supportive since.

We also continue to work with Healthy Cornwall and arrange well-being and health checks provided by them for staff as well as linking into their subsidised training for MHFA, MECC and Suicide First Aid.

Since then, we've introduced a number of initiatives to support our employees' well-being. We understand that work needs to fit around your life, which is why we offer flexible working policies and the ability to work from home.

Our commitment to our people has also been recognised through our Investors in People Accreditation.

On top of this, we have strong healthy and safety policies and procedures to ensure our staff remain safe and healthy and use return-to-work interviews after sickness as a support mechanism for staff.

Our journey is ongoing, and we continue to look for new ways to support our incredible team.

Learning and good practice

Physical well-being: We promote healthy habits through initiatives like fitness challenges, subsidised gym membership and encouraging regular breaks in our newly established staff room which contains lots of information on a range of topics including healthy eating, blood pressure, smoking, etc. For those who cycle, our salary sacrifice cycle scheme and cycle allowance for work appointments, along with secure storage, make it easier to stay active while commuting. New team members receive a fitness watch on appointment to help kickstart a focus on health. We also have the addition of reduced cost corporate membership to the local gym.



Mental and emotional well-being: We provide access to mental health resources through our newly implemented Employee Assistance Program (EAP) and access to counselling services through Care Coins which is a mental health and well-being service provider whose mission is to make therapy accessible and affordable.

Financial well-being: We provide various employee discount schemes and access to advice through our EAP. Additionally no one is paid less than the Real Living Wage as calculated by the Living Wage Foundation.

Social well-being: We try to foster a sense of community and connection through social events, activities and peer support networks.

Professional well-being: We support career development, providing opportunities for learning new skills, and ensuring employees have a sense of purpose and autonomy in their work.

Gather employee feedback: We carry out an anonymous staff survey every two years giving our employees a voice to tell us what's working (or not).

Future aspirations

Future initiatives for a healthy workplace are moving toward a more holistic, personalised, and technological approach as AI improves. It is likely that there will be more focus on all aspects of employee well-being—physical, mental, social, and financial – and that new tools will provide targeted support so we will be looking to explore these options further and provide training.

Additionally, we will be introducing long service rewards for staff this year.



working well

Hall of Fame



St Michaels Resort is a wellness-focused Spa Resort in Falmouth, offering hospitality services with an emphasis on guest wellbeing and development.

The Resort operates multiple departments including accommodation, food & beverage, spa treatments, health club facilities, and event hosting.

Key services include hotel rooms, dining at BOTB & NOURISH restaurants, spa treatments with hydrothermal experiences, gym and fitness classes, tennis and wellness programmes. The resort caters to both corporate guests and leisure usage. The business prioritises exceptional hospitality standards, staff development, and creating positive guest experiences through our 'feel good again' philosophy.

Summary and background to the wellbeing programme

Background & Context

Prior to 2024 St Michaels Resort operated without a formal employee wellbeing programme, despite employing 150+ crew members across multiple departments.

The hospitality environment presented significant challenges with high turnover rates. Wellness facility utilisation remained low, with only one Mental Health First Aider supporting the entire workforce.

Strategic Development

The programme's development was catalysed by the Exec Team after identifying critical gaps in staff support systems within the demanding hospitality sector. The initiative aligned with the resort's core philosophy of 'aggregation of marginal gains' - recognising that small improvements across multiple areas create significant overall impact.

Framework & Implementation

Built on the evidence-based 'Five Ways to Wellbeing' model: Connect (workplace relationships), Keep Learning (professional development), Be Active (physical wellness), Give (community support), and Take Notice (mindfulness practices), the 18-month action plan was created.

Learning and good practice

Evidence-Based Foundation

St Michaels Resort's wellbeing programme is grounded in the internationally recognised 'Five Ways to Wellbeing' framework, developed through extensive research, demonstrating proven mental health benefits. This evidence-based approach ensures our initiatives deliver measurable outcomes rather than superficial wellness gestures.

Keep Learning as Core Principle

Learning sits at the heart of our wellbeing strategy, recognising that curiosity and new experiences positively stimulate the brain, improve self-esteem, and build resilience. We've moved beyond traditional training to embrace experiential learning - from lunchtime workshops and skill-sharing sessions to professional certifications and cross-departmental knowledge exchange.

Holistic Integration Approach

Our programme integrates learning across all Five Ways: connecting through shared learning experiences, staying active through new physical activities, giving through mentoring and knowledge sharing, and taking notice through mindful skill development.

Practical Implementation

We've established structured learning pathways including mandatory NatWest Mentor training, specialised certifications (20 crew in external programmes), and informal knowledge sharing.

Measurable Outcomes

Success metrics include training completion rates (targeting 80%), wellness utilisation improvements (36% to 60%), and employee satisfaction (targeting 85%). We track both participation and qualitative feedback to ensure learning genuinely enhances wellbeing.

Continuous Evolution

Our learning-centred wellbeing approach adapts based on crew feedback, industry best practices, and emerging research, ensuring sustained relevance and effectiveness in supporting our team's mental health and professional growth.

Future aspirations

Vision 2026: Leading Hospitality Wellbeing

St Michaels Resort aspires to become the benchmark for employee wellbeing in the hospitality sector, creating a workplace where crew members thrive personally and professionally. Our vision extends beyond traditional benefits to establish a culture where wellbeing is intrinsically woven into daily operations.

Holistic Integration Goals

By December 2026, we aim to achieve seamless integration of the Five Ways to Wellbeing across all departments. This includes establishing dedicated wellness champions in each area, creating peer support networks, and embedding wellbeing practices into standard operating procedures. Our target: 85% employee satisfaction with comprehensive wellness utilisation reaching 60%.

Learning-Centred Culture

We envision transforming into a true learning organisation where curiosity drives innovation. Future aspirations include establishing partnerships with local colleges, creating internal mentorship programmes, and developing specialised career pathways. Our goal: 100% training completion with personalised development plans for every crew member.

Mental Health Leadership

Aspiring to become one of Cornwall's premier mental health-conscious employers, we're targeting five trained Mental Health First Aiders and comprehensive mental health literacy across all management levels.

Community Impact

Our ultimate aspiration involves extending our wellbeing expertise beyond our walls - sharing best practices with the local hospitality community, hosting wellbeing workshops, and contributing to industry research. We aim to demonstrate that exceptional guest experiences naturally flow from genuinely supported, thriving teams.

Sustainable Excellence

Creating a self-sustaining wellbeing ecosystem where crew members become wellbeing advocates, ensuring long-term cultural transformation that outlasts individual leadership changes.



St Petrocs is a Cornish charity working throughout the whole county with people experiencing homelessness.

We are led by a team of approximately 67 staff and with the support of 347 volunteers throughout the year.

We provide a full range of wrap around services supporting people out of homelessness including outreach, homeless support and advice, supported accommodation, drug and alcohol counselling, mental health support and an employment and skills support programme.

Last year we worked with 1,402 people across all services and have continued to meet high demand, consistently supporting over 600 people at any given time.

Our supported accommodation includes 24 houses across Cornwall, accommodating 166 residents. In total, 346 people stayed in our supported housing last year with an average stay of eight months before moving on.

We also provide floating support to individuals once they have moved on, providing end to end support and helping sustain people's accommodation and preventing homelessness happening again.

Our work changes the lives of those we support by creating a foundation to move forward, creating sustainable solutions and move on options to prevent people from returning to sleeping rough.

The work that St Petrocs provides is demanding and challenging and it takes a lot of emotional resilience from all of our staff and volunteers. Their health and wellbeing is always a priority for us as this ensures that we are able to deliver the work needed to help end people's experience of homelessness in Cornwall.

Summary and background to the wellbeing programme

We believe our greatest strength is our people and creating a thriving, skilled, and supported workforce is essential to delivering support for people experiencing homelessness.

Our workforce development strategy 'St Petrocs: Including, Valuing and Growing' supports our people across the whole organisational workforce, including paid staff, volunteers, trustees and people with lived experience of homelessness. With 67 staff and 347 volunteers, we nurture a culture where everyone is included, valued, and has the opportunity to grow. 'Including' focuses on supporting people with current health and wellbeing needs.

One example of this is our in-depth induction programme which introduces every area of the organisation and uses Mind's Wellness Action Plan to encourage staff to reflect on staying well at work.

'Valuing' is about preventing issues before they arise. One example of this is our clinical supervision which found that 100% of people who took part found that the clinical supervision sessions provided them with the time and space to reflect on their emotional responses and actions at work.

'Growing' promotes ongoing health and wellbeing within the workplace.

One example of this is our frequent engagement events for everyone at St Petrocs including staff, volunteers, clients, residents and supporters too. This has been a new development in the last few years and has been hugely beneficial and powerful through bringing everyone together. The engagement events cover a range of activities such as:

- Monthly Coast path Connector walks
- St Michaels Mount Exclusive Visit
- Silent Disco Yoga on the cliffs above Fistral Beach

Learning and good practice

We strive for excellence in all aspects of our work and are keen to learn and share best practice both within the homelessness sector and more broadly across the voluntary, community, and private sectors.

Our work in this area has been recognised as best practice nationally with a recent Workforce Development Award from Homeless Link and two consecutive Gold Awards from Investors in People.

Addressing the challenges our teams face in their work is vital in developing best practice. To provide an example, some challenges our team face are vicarious trauma, moral injury, compassion fatigue, negative effects on personal relationships, ill mental health, exhaustion, and burnout. These are all potential consequences of working in our sector.

To illustrate some of the work we have undertaken to address these challenges, we began our clinical supervision pilot. From our pilot we've found that 100% of people who took part found that the clinical supervisions provided them with the time and space to reflect on their emotional responses and actions at work. 80% felt that it helped them deal with compassion fatigue and they are less prone to burnout.

We actively listen to our teams, explore new ways to support them, and genuinely care about everyone involved. The passion our staff and volunteers have for our cause is inspiring and we all share the same goal of ending homelessness in Cornwall.

Future aspirations

We aim to continue supporting our teams in new and creative ways, consistently reviewing feedback to ensure our approach meets their needs. An example of this is that we are conducting an employee survey. This is so we can understand the work through analysis of the findings to then implement improvements where required.

Following the pilot we recently conducted we are working to roll out the clinical supervision to the rest of the organisation with the aim of it being just as successful in other teams and we are also exploring the offer of counselling in a personal sense.

Looking ahead we have an upcoming Wellbeing Day for our team of staff and volunteers provided by the Lost Gardens of Heligan who are business supporters of the charity. This will be to mark World Homelessness Day and World Mental Health Day which both fall on the same day. This is to give people a space to reflect, relax and feel valued by St Petrocs and by the wider community through the support and generosity of Heligan.

We are continually thinking creatively about ways to improve the culture and working conditions to make St Petrocs the best possible place to work for everybody, whoever they are. Everything we do is about enabling our colleagues to meet the complex and varied needs of people experiencing homelessness in Cornwall, and we know that they are at their best when they feel supported, happy, and healthy – at work and at home.



Summary and background to the wellbeing programme

Domestic abuse has a profound and multifaceted impact on health and wellbeing, affecting individuals physically, emotionally, and psychologically. This includes

1. Physical Health Impacts; injuries and reproductive health issues, chronic conditions
2. Mental Health Consequences; depression and anxiety, PTSD, and substance misuse
3. Emotional and Social Wellbeing; low self-esteem, social isolation
4. Workplace impact: Victims may struggle with absenteeism, reduced productivity, and difficulty maintaining employment
5. Impact on Children and Families; intergenerational trauma and family stress
6. Barriers to Healthcare; access issues and delayed treatment

All of these health impacts will affect a person's experience at work. By providing domestic abuse training to managers and employees

we can support the early identification, and response to domestic abuse at work.

The aim of domestic abuse training for the workforce is to equip employees and leaders with the knowledge, skills, and confidence to recognise, respond to, and support individuals affected by domestic abuse – ultimately fostering a safer, healthier, and more inclusive workplace.

The programme involves mandatory training for all staff at two levels:

- e-learning training for all staff
- face to face training for anyone who has line management responsibilities – this includes the opportunity for drop in sessions for further support and guidance.

Training objectives are to:

1. Raise Awareness – challenge myths and misconceptions that may prevent recognition or support.
2. Recognise Signs and Indicators
3. Promote a Supportive Workplace Culture
4. Equip Staff to Respond Appropriately
5. Connect Employees to Support
6. Strengthen Policies and Safeguarding

Learning and good practice

Co-production with those with lived experience has been key to the design of the programme. Before the introduction of the training, we worked with three people who worked for the Council who had lived experience but had not received the required support in the workplace. The Domestic Abuse Policy and training was co-produced with these staff to ensure all future employees received the right support at work when impacted by domestic abuse.

There have been a number of impacts in the workplace following the introduction of the mandatory training, this includes:

1. Improved Awareness and Recognition. Employees have fed back they have a clearer understanding of the signs and dynamics of domestic abuse. The training has helped normalise conversations around abuse, reducing stigma and encouraging disclosure.
2. Enhanced Support and Response. Staff feel more confident in responding empathetically and appropriately to disclosures, and are better equipped to offer practical support, such as referrals or adjustments to working arrangements.
3. Increased Disclosure and Help-Seeking. The training has fostered a culture of trust, making it more likely for victims to seek help.

Key health outcomes for the workforce:

1. Mental Health Improvements.
2. Reduced Absenteeism and Presenteeism. The training has helped staff to put in place workplace adjustments that allow staff to stay and work safely and feel supported.
3. Enhanced Emotional Safety. A supportive workplace reduces feelings of shame, isolation, and fear.
4. Better Physical Health Outcomes. Early recognition and support has led to timely medical intervention and reduced long-term physical health consequences.

Future aspirations

We would like to keep the training as mandatory for all staff, including refresher sessions and drop ins for those who have already completed it. We would then like to work towards a sexual violence and abuse course for staff.



The 2 Minute Foundation is an environmental education charity. Our vision is to see a world without litter or plastic pollution, where nature thrives.

Our ethos is pragmatic and positive. 2 minutes is another way of saying no time at all. We bring a 2 minute approach to taking action for ocean health. Every second breath we breathe is oxygen converted by the oceans, and as such our wellbeing as individuals, communities and a planet depends on the health of our oceans and waterways. By taking 2 minute actions as individuals, we can take positive action and counter anxiety and apathy caused by the climate and biodiversity crises.

Collectively, this has a huge impact. By being accountable to ourselves and our local communities, we can play our part in looking after the wellbeing of the oceans as well as ourselves. We encourage people to minimise single use plastics where possible by doing beach cleans and litter picks, educating them in an informal way on meaningful and achievable actions and by helping them build and sustain their own communities.

Summary and background to the wellbeing programme

We aim to provide an employee experience that matches our wider values around physical and mental wellbeing and encouraging the general population to do something positive, something small and achievable to make a positive collective change. If we can provide that internally and support our staff in this manner, we are taking action on our beliefs. That authenticity is what will also drive the success of our charity's work to normalise small positive actions to elicit behavioural change for people, communities and the planet.

Our programme is flexible and informal in its approach. We don't have capacity to draw up complex programmes. We must be light on our feet to manage minimal resources and to deliver to the general public. As such, we pivot when a staff concern arises. The initial response will always be, don't worry, we can make this work. And this approach is then put into action. Having personal experience of this, I can vouch that it is genuine in its offer and in its provision in real terms. In terms of measuring impact, we pride ourselves in our success rate in retaining staff. This is built on trust which develops over time, through sometimes difficult and sometimes complex periods. In practical terms, we have yearly reviews, but also checkpoints throughout the year to ensure that people's needs are taken into consideration and taken care of where possible in real time.

Learning and good practice

We know first-hand, across our team and in wide research that members of the general public experience exhaustion, apathy and overwhelm created by the climate and biodiversity crises. The system is broken.

The problem's huge. Insurmountable it seems. Our charity mission is to encourage and sustain individual action to counter this. Keeping others positive requires our staff remaining so, and that can be challenging, particularly when they have their own responses, personal lives and health concerns. The fact that we continue is testament that we are doing the right thing in actions as well as principles.

So how do we do it? We keep communication open and actively encourage check-ins across the team. Within a small team, we have a wide scope of ongoing conditions and have faced a number of acute situations in the last 12 months. As a team, we must be agile, taking up the mantle when someone else's workload needs to be delegated and providing a safe space for those taking up the slack to get extra support from within the team, reallocating as needed.



We offer regular team days where it is not all strategy and operational, it's about personal connection.

We explore external support where possible. Recently we became aware of the WorkWell app and coaching opportunities and have shared this within our team. We are actively sharing this information

Future aspirations

To think about aspirations, we first acknowledge our challenges. For our team, this is mostly about resourcing. We are a small team, without internal HR specialism. While the charity is GP and Social Prescriber referral certified, we don't have capacity internally to know all the answers for our staff.

Our aspirations therefore are around wanting to be able to navigate staff health and wellbeing in a more informed and proactive manner. While we are committed to a fast and fair response to any staff need, we would love to have specialist support that we could draw upon more readily. We would also love to be able to secure sufficient funding to permanently expand our team. In 2023-24, we significantly downsized our workforce to cut our cloth, however this has left all staff members with increasingly diversified and heavier workloads. By increasing staff resource, we would be able to more clearly define remits once more and allow more breathing space within roles and when health conditions require.

Ultimately, these aspirations feed into the larger aspiration that is the root of why we exist. We want to increase wellbeing for individuals and communities, for the ocean and for our planet. By encouraging people to take action for ocean health, they take action for themselves and vice versa. Sometimes it is easier to take action for something or someone else, before ourselves. If we help people with this, in either direction, the collective impact is beyond measure for us all.



We work to protect the farming community, providing tailored insurance to meet their needs. We also work with our Members to provide other services such as health and safety and loss prevention support.

Summary and background to the wellbeing programme

Employee wellbeing is at the heart of everything we do at Cornish Mutual, from the employee benefits we offer, our working hours (our working week is 35 hours) and the facilities we provide, through to the programme of activities our wellbeing group offer on a monthly basis.

The Wellness Warriors group was formed in 2019 to help create a healthy workplace for all employees.

We were part of Cornwall Council's Healthy Workplace scheme, which assessed workplaces annually and offered an award. There were three levels; Bronze, Silver and Gold. In 2020 and 2021 we managed to achieve Gold!!!

Since this achievement, the Wellness Warriors continue to implement workplace challenges, awareness campaigns and promote opportunities to engage in physical, social, emotional and financial wellbeing.

As a snapshot, this year, we worked together to create a 'recreation room' with a darts board and table tennis table. A subsequent darts competition provided lots of entertainment and fun for those taking part and spectating! We also hosted 'summer socials' at both of our offices to provide an opportunity to socialise. We recorded a financial focus podcast and shared this with employees, encouraging take up of our newly enhanced pension provision. We held a lunchtime menopause café and received great feedback from those able to benefit from sharing their experiences. We have a teams chat for those who want to walk together at lunchtime whilst the sun has been shining. We also provide complimentary fresh fruit in our offices and lovely coffee!

Learning and good practice

Wellbeing is more than offering activities and events, it is part of the fabric of what we offer to our employees and is considered in all decision making. We work hard to ensure that we actually do is in sync with what we say we do!

One of our key learnings has been to focus on life stages and the recognition that what's best for our wellbeing changes throughout the stages of life. We have also learnt that it is important to offer breadth in terms of what we do and try to incorporate something for everyone. We have a wellbeing whiteboard and we asked for employees' votes for what they may like to do in terms of future activities and events. For example, in terms of financial wellbeing, support with understanding the need to save and prepare for the future may be more pertinent to someone at the start of their career whereas support to understand how best to prepare financially for retirement may be more helpful to someone approaching the last ten years of their working life. We also ensure that we offer a range of events for employees to participate in from physical, e.g. lunchtime walking, table tennis competitions to opportunities to socialise outside of the working day.

We aim to offer something for all.

Future aspirations

To continue to do what we do and encourage new people to our Wellness Warriors group to keep the ideas fresh and flowing! To continue to find new and creative ways of supporting wellbeing needs for every life stage.

Engaging with our people by encouraging and demonstrating the importance of looking after their wellbeing.



Christmas Fun Run!



Pay day drinks!



We are a charity dedicated to connecting, supporting and promoting the voluntary, community and social enterprise (VCSE) sector in Cornwall and Isles of Scilly.

Our aim is to support local charities, voluntary groups, and social enterprises to build a stronger and more sustainable community sector. We do this in the following ways:

Our free membership offer includes access to:
Our VCSE Learning Academy – offers funding for bespoke training and development for employees and volunteers.

Care Coins – free access to a range of health and wellbeing benefits, including counselling and Mental Health First Aid courses for anyone working or volunteering in Cornwall's community sector.

Resources – a range of guidance, templates, information and assets to help you thrive.

Funding opportunities – we regularly gather a range of funding opportunities and work with Cornwall Community Foundation and other organisations to deliver direct grant funding to the sector in Cornwall.

Workforce – we can help you recruit for your organisation via our jobs and trustee pages.

Alliances – connect with sector colleagues and take part in working groups, supporting ongoing projects and campaigns around a place or subject area.

Events – find out about events happening around you and join us at VSF events to meet other organisations and take part in workshops and training.

Green Footsteps Guide – a practical toolkit to help VCSE organisations across Cornwall improve their sustainability and build resilience to the impacts of climate change.

Newsletter – sign up to our weekly newsletter to receive all of the above opportunities and news delivered straight to your inbox.

Summary and background to the wellbeing programme

In 2022 staff motivation and job satisfaction was at a low point. Turnover of colleagues was high, staff sickness leave and mental health challenges were also high. We created an organisational strategy and part of that was to develop a workforce development plan. This included providing colleagues with the tools, knowledge and resources they needed to be their best and most productive selves when they come to work. Part of this plan included the introduction of the Development and Wellbeing programme, which not only includes the budget, but also the in-house culture, the team training, the templates and tools we now use every day.

This is two fold, for each individual team member the impact and health outcomes are personalised. It could be weight loss, or improvement in fitness, it could be confirmation of a diagnosis and follow on pathway to recovery or maintenance, it could be working through and understanding a trauma, it could be increases in confidence or greater knowledge generating less stress or less feelings of overwhelm. For the charity the most significant impacts and outcomes of doing this is a better engaged workforce, a more supportive, open and compassionate culture, a happier and more well day to day environment for a team doing demanding and important work. Our team feel they are better able to show up as their authentic selves each and every day.

Learning and good practice

One of the key things we have learned in the last 2.5 years, is how much value there is in taking a personalised approach to workforce development and wellbeing. Learning from the innovative personal health budgets and implementing their learning in our Development and Wellbeing Programme has been vital. Truly listening to your team's needs, aspirations and barriers has made a significant difference to our workforce sense of being valued by the organisation. A second key point of learning, is that colleague wellbeing is not an add on, it's a critical pillar of business operations so needs to be an embedded focus throughout all aspects of the organisation.

Future aspirations

We follow a human learning systems approach within our organisation, testing and learning as we go. We hope we can keep evolving our Development and Wellbeing Programme, learning from our team and listening to their needs. We will continue to share how we support our team and support the wider VCSE sector to provide workforce wellbeing and development opportunities wherever we can. In addition we will continue to work with influencers and strategy makers to ensure the importance of workforce wellbeing is at the heart of workforce development related strategy.





Cornwall Rural Community Charity (CRCC) is an organisation dedicated to supporting and strengthening Cornwall's communities to improve quality of life.

Our work falls into three main categories: Rural & Coastal, Education & Training and Carers & Wellbeing.

Summary and background to the wellbeing programme

The Care Act 2014 defines 'carer' as 'an adult who provides or intends to provide care for another adult'. CRCC recognises that working alongside a caring role can be extremely difficult and can have a detrimental impact on a person's wellbeing and ability to stay in work. Informal carers have statutory rights, which are laid out in law. Carers have the right to request flexible working, the right to time off in emergencies, protection from discrimination and the right to parental leave. In addition to the statutory rights, employers might also include contractual rights for carers in their policies and procedures.

Introducing flexibilities may help employers to reduce sickness absences, retain staff, reduce absence and increase productivity. The Working Carers Passport is a live record of flexibilities agreed upon between the worker and their line manager. It details any impact or issue that can arise due to working alongside managing a caring role. It considers how this might disadvantage an individual and what changes and flexibilities would reduce or remove the impact felt. The purpose of the passport is to:

- ensure everyone has a clear record of the agreed flexibilities
- reduce the need to re-assess flexibilities as a result of changes to a worker's job or line manager
- act as a useful template for conversations about current and future flexibilities.

Learning and good practice

What is an appropriate flexibility varies for each individual. They could include; Location flexibility – e.g. attending meetings virtually rather than physically; leave flexibility – e.g. caring role being taken into account when leave is being requested, or the ability to carry leave over if it has not been taken due to the impact of a caring role; schedule flexibility – e.g. the ability to change starting and finishing times when needed or allowing compressed or staggered hours will remove or reduce the impact felt on the individual as a result of working alongside managing a caring role in a range of areas – the employer should talk with the person and not make assumptions.

The passport and agreed flexibilities should be reviewed regularly at supervision after they have been put in place. This ensures that it continues to meet the needs of staff members and a potentially changing carers role but also that the needs of the organisation are discussed and managed too.



Future aspirations

Our aspiration for the Carers Passport Scheme extends beyond its successful implementation within CRCC. Having developed and deployed this scheme, we are confident that its principles and practices can be adopted more widely, both in Cornwall and beyond.

Our future plans are to:

Promote Wider Adoption: We aim to actively share our positive outcomes and learning with other organisations and employers across Cornwall. Our goal is to see the Carers Passport become a standard tool for supporting working carers throughout the region.

Engage and Collaborate: We plan to engage with interested parties, sharing the scheme's framework and providing guidance on how it can be adapted to suit different workplace environments. We believe that by collaborating with others, we can create a more supportive landscape for working carers on a much larger scale.




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Learning and good practice

- involve staff in decision making (e.g. wellbeing working group)
- consult staff (staff surveys)
- communicate with staff (presentations at staff meetings, Teams channels)
- learn from staff (including leavers)
- keep up with good practice
- build into processes (e.g. project management)
- get the accreditations, logos and awards!
- learn from mistakes
- be realistic (we don't have the budgets or resources)

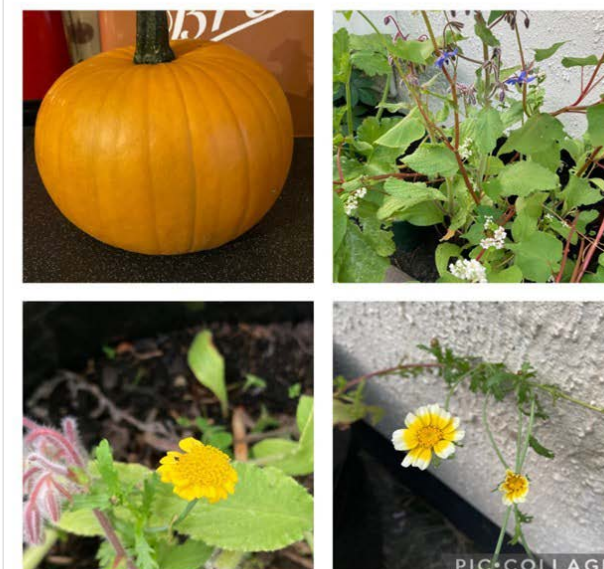
Future aspirations

- implement a wellbeing strategy
- make better use of new technology
- more support on financial wellbeing
- more personalised benefits
- become better connected and improve hybrid working

Staff Environmental and Horticultural competition

Class:

Most impressive outcome from the seeds sent by the environment and health and wellbeing working groups





Pentreath have delivered Mental Health Employment Advisor services in Jobcentres across Cornwall since 2022.

Summary and background to the wellbeing programme

Those experiencing poor mental health have been proven to face health inequalities and lower employment rates and as such, via a previous pilot scheme and working alongside Public Health at Cornwall Council, we identified the need across both employed and unemployed people for increased mental health interventions which specifically target barriers to engagement and society as a whole. The service was delivered via a mix of face to face and remote meetings over a 2-4 month period via a coproduced action plan.

Using the Warwick Edinburgh Mental Wellbeing Scale we were able to capture a person's baseline and end point score. This showed that the number of participants with probable depression and/or anxiety at follow up had reduced by almost 24%. Alongside other improvements in wellbeing this enabled 235 participants to remain in or start employment. Participants also gained an increased awareness of how to self manage their wellbeing and how/where to access support from services which they may not have been aware of prior to this intervention. It is fantastic being able to deliver such a beneficial and supportive provision and to see how the work is truly making a difference to people's lives across Cornwall.

Learning and good practice

The project is enabling collaboration between the local authority, Department for Work and Pensions and the voluntary sector in Cornwall and this partnership approach has led to effective collaboration to establish trends and patterns which can be used to inform future service commissioning and ensure that the resource is targeted to those who need it most. It has enabled understanding of the underlying root causes of poor mental health and emotional wellbeing and how these affect people's aspirations and engagement with services and ability to effectively function within society and remain in work or return to work. We have learned how Covid affected the local population and how the effects of this are still being felt by those who were unable to access services during the pandemic. As such we have utilised a hybrid delivery model which is flexible according to need and worked collaboratively with services across Cornwall, including work coaches, to support participant's engagement and upwards trajectory towards reduced health inequalities.

Future aspirations

Our future aspirations for this provision are to see the continuation of the relationship between the delivery stakeholders to enable further learning and collaboration to ultimately reduce health inequalities and increase aspirations amongst future participants. We would like our future service delivery to reach a wider range of people who are in employment as we know there are many employed people who need support and guidance to manage their own mental health to enable them to remain in the workplace. To achieve this we aim to increase our work with employers and promote the benefits of workplace support. We also hope to increase the number of participants within the service in the future as this will enable greater opportunity to further prove the benefits of this model and will ultimately mean that more people have been able to access support which will enable them to take greater control of their own lives and health, become more independent and play a greater part in communities and society as a whole.



Nancealverne is a school for pupils with Special Educational Needs and Disabilities.

At Nancealverne School we are committed to and passionate about the learning and progress of our pupils. Staff and Governors have high aspirations for our children and young people through a broad and varied curriculum; highly structured; differentiated and personalised learning programmes. We provide a specialist; high quality and relevant education for young people aged 3-19 who have moderate to complex learning difficulties. This focuses on individual, personal and academic achievement—setting high expectations for all. Our school is over three sites, with our Post-14 students at Nancealverne Upper School. We also opened Cury School, a satellite provision of Nancealverne in January 2025.



Summary and background to the wellbeing programme

As our school community continues to grow in size and complexity, the wellbeing of our staff has become an increasing priority. Expansion to three sites, including the addition of Cury School, has brought together a diverse pupil population with highly complex behavioural, social, and medical needs. This creates unique challenges for staff, whose own wellbeing is essential in ensuring they can provide the best care and education.

Traditional hierarchical structures of line management were not sufficient to address wellbeing concerns in a responsive, personal way. We recognised that wellbeing is personal to all, and therefore required a more holistic and tailored approach. Our wellbeing programme was developed to meet these varied needs, offering both universal supports and personalised opportunities for staff to access.

The programme includes practical supports such as Simply Health private healthcare, financial savings and tech payment schemes, Cycle to Work, and holiday purchasing options. To encourage connection and shared experiences, we offer wellbeing breakfasts, a Couch to 5K group, Sound Baths, and Yoga sessions.

Crucially, we have partnered with an external wellbeing consultant, who provides confidential, individualised support across areas such as menopause, mental health, physical health, and stress management.

This comprehensive approach reflects our commitment to valuing staff wellbeing in all its forms, ensuring that those who work daily with pupils facing complex challenges are supported to thrive both personally and professionally.

Learning and good practice

The development and implementation of our wellbeing programme has provided valuable learning about how best to support staff working with pupils who present with complex behavioural, social, and medical needs. A key lesson has been the importance of moving beyond a purely hierarchical, line-management model of wellbeing. Staff valued the recognition that wellbeing concerns are personal, and that support needs to be flexible, confidential, and accessible.

The use of an external wellbeing consultant has proved especially effective. Staff reported that the opportunity to seek impartial, confidential advice on sensitive issues—including menopause, mental health, physical health, and managing stress—helped them feel listened to and supported. This highlighted

the good practice of offering an independent voice alongside internal structures.

Another learning point has been the value of offering a varied menu of wellbeing activities. Not all staff engage with the same approaches, but options such as wellbeing breakfasts, yoga, Sound Baths, and the Couch to 5K group provided inclusive, low-barrier ways to connect, de-stress, and build positive relationships. Embedding financial wellbeing support—through schemes such as Simply Health, holiday purchasing, and tech payment support—also demonstrated that practical benefits are as important as social and emotional ones.

Good practice has centred on making wellbeing visible, valued, and embedded into the culture of the school. By acknowledging the specific challenges of working across three sites, including Cury School, the programme has reinforced that staff wellbeing is not an add-on, but a foundation for sustaining high quality care and education.

Future aspirations

Our aspiration is to continue developing a wellbeing programme that not only sustains our own staff but also becomes a model of good practice for other schools. Working with pupils who present with highly complex behavioural, social, and medical needs has given us valuable insight into the unique challenges of supporting staff in demanding educational settings. By sharing this expertise, we aim to extend our impact and help foster a wider culture of wellbeing across education.

A central ambition is to strengthen recruitment and retention. We want people to choose to work with us not only because of the professional opportunities we offer, but because they know this is a happy, supportive, and forward-thinking place to be. Making wellbeing a visible and embedded part of our culture ensures we can continue to attract and retain talented and committed staff, while reducing the risks of burnout and turnover.

We are equally ambitious about the impact on pupils. Staff who feel valued, supported, and energised are better equipped to meet the complex needs of children with compassion, creativity, and resilience. In this way, staff wellbeing directly contributes to positive pupil outcomes.

Our future vision is underpinned by our values of care, respect, resilience, and community. By investing in staff wellbeing we bring these values to life, ensuring that our schools remain places where both pupils and staff can thrive.

working well

Hall of Fame



Perranporth Pre-School

Summary and background to the wellbeing programme

We were part of the healthy workplace scheme when it came out through Cornwall Council. It really helped us to provide great wellbeing schemes for our staff so they feel valued and cared for. Even though the scheme ended we continue to use its ethos in our setting. Staff have fed back that they feel valued and cared for.



Learning and good practice

We always have a healthy workplace section in our team meetings. We discuss upcoming topics and subjects such as mental health awareness day and how we can support and promote it not only to staff but also to our families.

We also have an employee assistance programme that they and their immediate family can access for free if they require extra support.

We also check on each employee's mental health and wellbeing in their supervisions. We have two mental health first aiders and one suicide first aider and are part of the Orange Button Scheme in Cornwall and the Isle of Silly. Staff strive to go above and beyond for each other and the families using our service, with a further three staff training in mental health first aid and two more taking on the suicide first aider roles.

Health & Wellbeing Code

We recognise the importance of good physical and emotional health and are committed to supporting the health and wellbeing of our employees.

We have developed our healthy workplace code with the team and have the following values in place:

- To offer regular health promotion activities to employees across the course of a year including back massages, guided walks, mindfulness, surf club, social activities and work outings for the staff and their families.
- To promote healthy eating at work initiatives and to advise our staff of ways to increase their health and wellbeing at work.
- Provide fruit for all staff every week.
- To provide information and advice on health and wellbeing campaigns and signpost employees to these sources of help and information.



- Treat one another with respect and compassion.
- Work collaboratively with one another.
- Listen and support each other.
- To work in a cooperative way, recognising and respecting individuals' skills, knowledge, workloads, priorities and working environment.
- To have supportive management systems in place, meaning employees can always feel comfortable going to someone with a problem.
- To, where possible, offer flexible working arrangements to colleagues wishing to put in a flexible working request.
- Provide up to date information in the newsletters, such as recipes, and support for quitting smoking, back pain etc.

Our staff will implement these principles in their day to day work and interaction with others.

Future aspirations

We hope to continue providing training and learn and grow in more ways so we can continue to support our staff as we as a company develop and grow.





Phoneta is a professional 24/7 telephone answering and message management service based in Cornwall, supporting businesses locally and across the UK.

We act as an extension of our clients' teams, ensuring they never miss an important call while freeing up their time to focus on what they do best. Our friendly, highly trained call agents deliver exceptional customer service across sectors including veterinary practices, estate agents, trade services and media companies.

Our expertise is in communication, but our culture is built on people. We are committed to creating a supportive, healthy and engaging workplace that prioritises staff wellbeing in a high-pressure, round-the-clock industry. By looking after our team, we ensure they can look after our clients.

Summary and background to the wellbeing programme

At Phoneta, our people are at the heart of everything we do. As a 24/7 business, we recognise that the nature of our work can be fast-paced and sometimes emotionally

challenging. That is why we have developed a wellbeing programme that ensures every member of our team feels supported, valued and able to thrive.

We focus on key areas where we can make the biggest difference: mental health, stress, women's health, menopause and return-to-work support. Our managers receive menopause awareness training, and all staff have access to counselling and stress management resources to help them process difficult calls.

As a Disability Confident employer, we make tailored adjustments for individuals, including flexible hours, home working and extended absences where needed.

Wellbeing is built into our culture. Every team member has a dedicated line manager, shift patterns are adapted quickly to suit people's lives, and staff are encouraged to speak openly about any concerns. We celebrate Pride, host diversity and inclusion events, and create an environment where everyone can express themselves freely.

This approach has led to recognition as one of the Best Places to Work for two years running, low staff turnover with some colleagues staying for decades, and awards including Most Inspirational Business.

Our CEO, Ant, was also shortlisted in the Top 3 Inspirational Leaders at the Cornwall Heroes Awards 2025, reflecting the positive culture he has helped build.

By investing in wellbeing, we ensure our team are happy, healthy and ready to deliver the outstanding service to our clients.

Learning and good practice

One of the most important lessons we have learned at Phoneta is that wellbeing cannot be a one-size-fits-all approach. Every person has different needs at different times in their lives, and by listening carefully and responding quickly, we have created a culture where people feel genuinely supported.

Our good practice starts with flexibility. As a 24/7 business, we can adapt shifts to fit around people's lives, and managers are always available to make changes when needed. This helps staff balance work with family, health appointments or caring responsibilities.

We have also learned that creating space for open conversations is vital. Every team member has a dedicated line manager, but anyone can approach senior management at any time. This open-door approach has built trust and reduced the stigma around discussing mental health, stress or personal challenges.

Another key learning has been the importance of celebrating diversity. By working with Cornwall Pride, running inclusion training and visibly celebrating Pride in our workplace, we have reinforced the message that everyone is free to be themselves.

Finally, we have seen how investing in wellbeing delivers long-term benefits. Our low staff turnover, recognition as one of the Best Places to Work for two years running, and awards such as Most Inspirational Business are all proof that caring for people creates a happier, stronger and more resilient team.

By sharing our journey openly, we hope to encourage other organisations to take practical steps to put people first.

Future aspirations

Our aspiration is to continue building on the strong foundations of our wellbeing culture and remain one of Cornwall's best places to work. We want every member of our team to feel supported, included and able to thrive, no matter what challenges life brings.

We plan to expand our wellbeing programme with additional training for managers, more proactive mental health support and new initiatives to encourage healthy lifestyle habits. We also want to create more opportunities for staff to take part in wellbeing activities together, building stronger connections across our teams.

As a disability confident and inclusive employer, we will keep finding new ways to adapt roles, shifts and workspaces so that everyone can perform at their best. This includes developing more hybrid and flexible working options to reflect the changing needs of our people.

We are also committed to celebrating diversity. Building on our work with Cornwall Pride, we will continue to run events and training that promote inclusivity and ensure everyone feels welcome and respected.

Finally, we will carry on promoting from within, supporting career development and recognising achievements so our people can grow with us for the long term.

Our aspiration is simple: to show that even in a high-pressure, 24/7 industry, it is possible to put people first, create a supportive culture and help employees build lasting, rewarding careers.





Trelya (the Cornish word for change) is an award-winning charity in Penzance, dedicated to breaking cycles of deprivation and creating lasting change for children, young people, and families across West Cornwall.

For over 20 years, we have provided long-term, holistic support for those facing trauma, poverty, and social isolation — empowering individuals to build healthy, happy, and fulfilling futures. Our services include the Outstanding Ofsted-rated Skylar Early Years Service, youth mentoring, employment and training programmes, a Community Café and Larder, and a thriving hub that also hosts 30+ partner organisations.

At Trelya, we believe every person has unique potential. Together, we tackle barriers, unlock resilience, and achieve deep-rooted, sustainable change — no matter what.



Summary and background to the wellbeing programme

Trelya works with people who have experienced intergenerational inequality and trauma, providing support for as long as it is needed. This work is life-changing and deeply rewarding, but it can also be emotionally demanding. We recognised early on that to deliver the best possible care to our community, we must first take care of our staff.

Our wellbeing programme is designed to ensure that every team member feels valued, supported, and resilient. Wellbeing is not treated as an add-on, but as an integral part of our culture and daily practice.

Mental health is taken as seriously as physical health, and open conversations about wellbeing are encouraged across the team.

Support includes a 24/7 counselling line, monthly supervision, reflective practice, and peer support, alongside training in areas such as Mental Health First Aid, Trauma, PTSD and ASIST Training. Staff benefit from 38 days' annual leave, access to health checks, menopause workshops, and flexible working arrangements, with a strong focus on work-life balance.

Our programme has created a positive, inclusive workplace culture where staff can thrive personally and professionally. By investing in the health and wellbeing of our employees, we safeguard their resilience, strengthen retention, and ensure our team is equipped to deliver consistent, compassionate support to the people who need us most.

Learning and good practice

Developing Trelya's team wellbeing programme has taught us that the most effective support goes beyond policies — it must be embedded in culture, leadership, and daily practice.

One of our key learnings has been the importance of normalising conversations around mental health. By making wellbeing part of everyday discussion, staff feel safe to raise challenges without fear of stigma. This openness has created a culture of trust and honesty.

We have also learned that tailored, flexible support is essential. Staff wellbeing needs are diverse, so our programme combines universal support — such as 24/7 counselling, reflective practice, and access to health checks — with individualised measures like menopause workshops and flexible working.

Good practice has also come from recognising that wellbeing is strengthened by professional development. Embedding training, peer-to-peer learning, and reflective supervision ensures staff not only cope with challenges but continue to grow in skills and confidence.

Another key learning is that engagement grows when staff are active participants. Involving our team in shaping initiatives and sharing learning has fostered ownership and high uptake of wellbeing resources.

Finally, we have learned that partnership working makes wellbeing sustainable. By drawing on free or low cost training from funders and sector partners, we have overcome resource barriers and built a programme that is both comprehensive and financially realistic.

Future aspirations

At Trelya, we see staff wellbeing as a journey. Our aspiration is to build on our existing programme and ensure it continues to evolve in response to the changing needs of our team and community.

We aim to expand opportunities for specialist training and wellbeing workshops, particularly in areas that strengthen resilience and skills for working with trauma. Alongside this, we will continue to grow our peer led learning and reflective practice, ensuring that wellbeing remains a shared, collaborative responsibility across the organisation.

A key aspiration is to develop more flexible and preventative approaches. This includes exploring options for enhancing health and lifestyle initiatives on-site, and introducing new resources to support staff with specific life stages or health needs.

We also aspire to strengthen staff voice and feedback mechanisms, so that employees remain active partners in shaping the future of the programme. By listening closely to our team, we can adapt support to meet evolving personal and professional challenges.

Finally, we want to share our learning more widely. By modelling good practice in the charity sector, we hope to inspire other organisations to place staff wellbeing at the heart of their mission.

Our vision is clear: a sustainable, forward-thinking wellbeing culture that empowers our staff to thrive personally and professionally, while ensuring Trelya continues to deliver life-changing support to our community.



Pharmaceutical Manufacturing

Summary and background to the wellbeing programme

We support employees wellbeing throughout their employment as follows:

Occupational Health - initial checks within our onboarding process and ongoing check ups

Kinetic Energy visit monthly for health and fitness advice

Health Scheme - refund receipts for physio, dentist treatment, prescriptions and other named services

Health Cornwall - NHS Healthy Workplace Checks

Supportive return to work with wellness action plans where needed

Mental Health First Aiders meet monthly and support the whole team as required

Flu Vaccinations paid for and completed on site in work time

Learning and good practice

We believe promoting wellness within a business is essential for supporting employee wellbeing, engagement and productivity, which in turn aids retention of employees.

Good wellness practices helps create a positive and sustainable workplace where everyone can grow and thrive.

At our company we actively promote wellness with time off during the work day to attend in house fitness programmes and other assessments.

In addition we offer counselling services, health plans and mental health support to all employees.

These initiatives not only provide practical support but also encourage employees to take ownership of their health and wellbeing.

Good practice means ensuring accessibility, confidentiality and inclusivity so that all employees feel comfortable engaging with the services available.

We also promote continuous learning by sharing resources, providing training and encouraging open conversations around wellbeing.

This proactive approach helps normalise discussion about mental and physical health, reducing stigma and strengthening workplace culture.

Future aspirations

We are looking to invest further in both learning and wellness to ensure we foster resilience, improve retention and create a healthier more motivated workforce.





Cornwall Partnership NHS Foundation Trust is part of the National Health Service (NHS). The Trust provides mental health, community health, and learning disability services across Cornwall and the Isles of Scilly. It delivers care and support to people of all ages, working in partnership with other health and care providers to improve wellbeing and promote recovery.

Summary and background to the wellbeing programme

This wellbeing programme has been delivered in two formats to meet the diverse needs of staff.

The first element was a four-week online Functional Breathwork and Movement course, open to staff across the organisation. The course combined science-backed breathwork and gentle movement practices to reduce stress, ease tension, improve sleep, boost focus, and support overall wellbeing. Each week explored a different theme, including functional breathing, stress management, sleep quality, and movement.

Alongside this, ongoing face-to-face sessions have been running weekly at Longreach House.

These sessions provide a consistent space for staff to engage in guided breathwork and movement practice, supporting stress reduction, recovery, and resilience.

The programme began with short breathwork and movement sessions on wards and has since developed into a research-backed approach, demonstrating measurable improvements in stress, mood, and sleep quality.

The aim is to equip staff with simple, accessible tools that can be integrated into everyday working life, helping them feel like their healthiest, happiest selves. By supporting recovery and resilience, the programme enables staff to manage workplace demands more effectively and maintain wellbeing both inside and outside of work.

Learning and good practice

The NHS employs over 1.5 million staff, and stress accounts for around 25–27% of sickness absence.

Work-related stress contributes significantly to long-term absence, underlining the importance of investing in staff wellbeing.

Through an evidence-informed change project, we explored how breathwork supports staff wellbeing.

Participation included 47 staff completing the initial online questionnaire, 28 the interim, and 25 the final.

The face-to-face group included 17 participants. Analysis using t-tests demonstrated that:

Face-to-face sessions reduced stress immediately.

Online sessions produced sustained reductions in stress and improved sleep quality.

These results show that breathwork is a flexible, accessible tool that can be adapted to different teams and working environments. It offers a practical, science-backed approach to reducing stress, improving sleep, and enhancing overall wellbeing, helping staff feel more in control of their health.

Both delivery methods proved effective, suggesting breathwork can be integrated into NHS staff wellbeing strategies to mitigate work-related stress and support recovery. Future evaluation could focus on participant diversity, long-term impacts, and the most effective delivery models.

Future aspirations

Building on the success of previous programmes, we are launching two initiatives in October: a six-week guided breathwork and movement series, and a Wellbeing Lead Training programme.

6-Week Breathwork & Movement Series

This series blends science-backed practices to reduce stress, ease tension, improve sleep, boost focus, and support overall wellbeing. Topics include functional breathing, stress management, sleep, focus, and movement.

The programme includes:

Six 45-minute live sessions

- Daily micro-practices to reinforce learning and support real-life integration
- A dedicated group for ongoing peer support and motivation
- Digital resources, guided audios, video tools, and printable materials

Wellbeing Lead Training

This pilot programme trains selected staff to become Wellbeing Leads, enabling breathwork and movement practices to be embedded into everyday work life. Team members will be equipped to facilitate short, practical sessions that help colleagues manage stress, improve sleep, and stay focused throughout the day.

The training includes:

- Six hours of live learning, supported by self-study
- Access to a digital resource library with guided audios, printable materials, and evolving micro-practices
- A supportive network of peers and professionals to share learning and sustain practice

Together, these initiatives aim to deepen the impact of breathwork and movement across the organisation, reaching more staff, embedding wellbeing practices into daily routines, and building long-term resilience.

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Notes

Notes

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[illegible]



Cornwall's leading grant giving health charity

for the prevention and relief of sickness and the promotion of health and wellbeing through Cornwall and The Isles of Scilly

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