



An Award Winning Financial Wellbeing Programme

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Head of Reward

2 October 2019



What I'm going to cover



- Integrating financial wellbeing into a broader wellbeing strategy
- A financial wellbeing strategy to reduce hardship and stress
- Promoting and measuring the impact of financial awareness

Our region



Did you know?

Anglian Water is the largest water and water recycling company in England and Wales by geographic area. We employ more than 5,000 people and supply water and water recycling services to more than six million customers in the East of England and Hartlepool.



- We operate and maintain **38,185km** of water mains. Laid end to end this is further than a trip to Sydney and back!
- We supply **4.3 million customers** with high quality drinking water, and collect used water from over **6 million customers** across our region.
- More than **2.5 million visitors** come to our water parks and recreational sites each year.
- **We're the driest region in the UK** - 2/3 of the national average rainfall each year

Our culture capture

Current culture as articulated



Collaboration

Innovation

Transformation

Future culture as articulated



Openness and honesty

Caring

Everyone is valued

Collaborative

Brave and innovative

Customer centric

Diverse

Additionally articulated by employees

Direction and clarity

Greater alignment

Culture as experienced



Enablers of the desired culture to leverage

Family feel

Social responsibility

Pride

Care and support

Enablers and barriers to be managed

Subcultures and cultural differences

Loyalty

'In emergencies, we're at our best'

Barriers to the desired culture to be challenged

Single north star

Performance and recognition

This is how we've always done it

'Club over country'

Hierarchy and status

Empowerment and autonomy

Artificial harmony

Organisational agility

Deep culture



'Tenure means status'

'We don't do change well'

Our awards



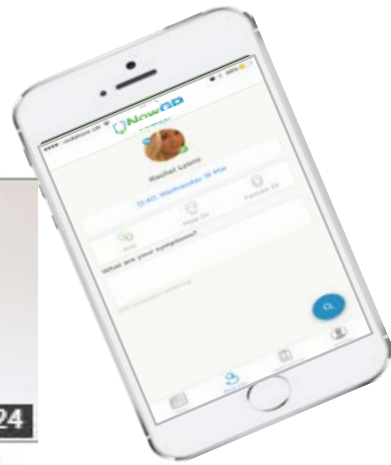
Integrating financial wellbeing into a broader wellbeing strategy



Wellbeing – a holistic and home grown approach

HAPPIER

HEALTHIER

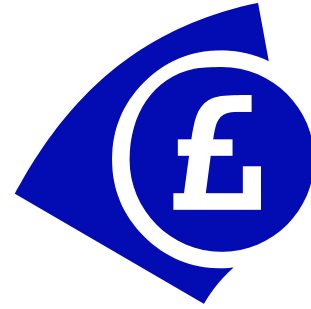


SAFER



Enhancing our financial wellbeing offering

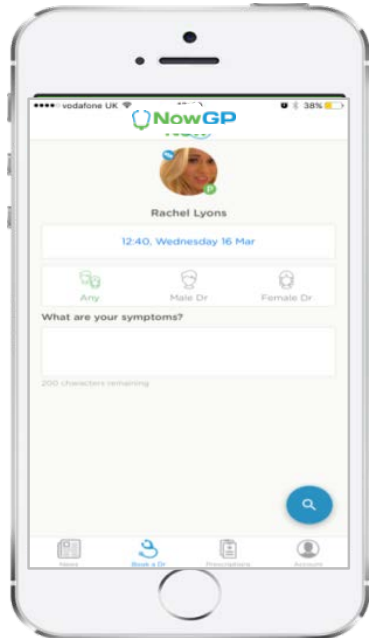




Wellbeing Pot



Alliance Health
GP SERVICES



Nuffield
Health



A financial wellbeing strategy to reduce hardship and stress



Employee Loan scheme

Pilot

- 10% of workforce selected by postcode
- Launch pack sent to home addresses introducing the new financial wellbeing employee benefit

Survey sent out post launch to gain feedback

- 82% of the pilot group thought that other employees would value this benefit
- 52% said would consider using the products in the future



NEW Financial wellbeing offering from Neyber

Following the successful trial we ran with finance company, **Neyber**, we are really pleased to be able to offer all employees access to fair, low-cost finance.

Neyber may be able to help you if you're thinking about borrowing money to make a large new purchase, like a car or home improvements, or perhaps consolidating existing debts into something more manageable. Have a look at the [Financial Wellbeing](#) pages on Hawk for more information. Applications are made online directly with Neyber at www.neyber.co.uk/AnglianWater, and repayments are paid through your salary. **Your loan terms are completely confidential**, they don't tell us how much you borrow or any of your credit details; we just set up the monthly deduction from your salary.

Want more information?
Information is available on Hawk - visit Your HR > Pay and benefits > Your benefits > Financial wellbeing page or contact the Reward Team at HRReward@anglianwater.co.uk



neyber

I love my Neyber

6.9% Recommendation rate

Julia used her Neyber loan to take that dream holiday she's been talking about for years. How would you use yours?

neyber

I love my Neyber

6.9% Recommendation rate

Chris used her Neyber loan to help pay for the happiest day of her life. How would you use yours?

neyber.co.uk/anglianwater

Employee Loan scheme



- Application on portal to provider via
- Application assessed and limited information check back to Anglian Water
- Approval 24 – 48 hours
- **If rejected**, link to EAP for further assistance
- **If approved**, deduction / repayment from next payroll, no further information passed to Anglian Water

Anglian Water Loyalty Savings Scheme

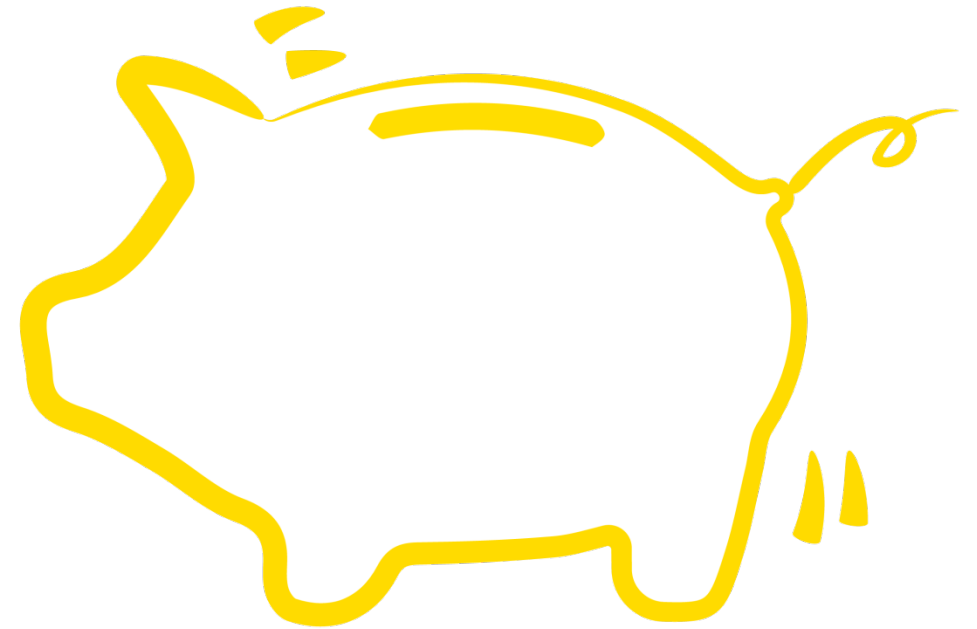
Three year saving scheme for employees

Opportunity to save money towards a holiday, car or even a deposit on a house

Half of our employees have already benefitted from these schemes since we launched them in 2007.

Risk free opportunity for employees to make regular savings and share in the growth of Anglian Water.

Savings have the potential to earn a final loyalty bonus.



Launch & on-going awareness

Colleagues have access to:

- Finance themed webinars
- Online portal, full of podcasts, videos and articles
- Weekly money saving emails
- On-site seminars and roadshow
- 1 to 1 clinics



neyber love every drop
anglianwater

I love my Neyber

Sam used her Neyber loan to put the finishing touches on her home.
How would you use yours?

Hi there

It's Financial Preparation month at Neyber. With the Tax Year coming to an end, we're on hand to help you get your ducks in a row when it comes to big financial decisions about your home, your vehicle and maximising your savings.

[5 things to do before you're 30](#)
Get organised now so you don't forget to look after life's financial essentials.

[Should I rent or buy?](#)
If you're weighing up which is better for you, we've taken a look at the pros and cons of buying your own home to help you make up your mind.

[3 things you can't afford to put off any longer](#)
It's time to bite the bullet and stop procrastinating. Some of these tasks can't afford to wait.

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Hello there

Join us for an online seminar

Top tips for creating good savings habits

[Sign up now](#)

When?
Thu, Apr 27, 2017 10:00 AM - 10:30 AM BST

Who?
Hosted by Heidi Allan, Head of Insight and Engagement at Neyber

- What?
- Taking control of your daily finances
 - Dreams, goals and reality
 - Developing a savings ethos
- [Sign up now](#)

Don't worry if you can't make the session, as long as you register then we'll send you a recording of the session for you to listen to.

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The DNA of Financial Wellbeing: The main challenges facing employees over the next 12 months

10:30am - 13:00pm
24th May

Hello there

Join us for an online seminar

The DNA of Financial Wellbeing: The main challenges facing employees over the next 12 months

[Sign up now](#)

When?
24th May @ 12:30PM - 13:00PM

Who?
Hosted by Heidi Allan, Head of Insight and Engagement at Neyber

- What?
- Recognising financial stress and how to combat it
 - Identifying key triggers that can send your stress levels soaring
 - Financial awareness and habitual behaviours
- [Sign up now](#)

Don't worry if you can't make the session, as long as you register then we'll send you a recording of the session for you to listen to.

SAVINGS CALCULATOR

Could there be a way for you to become debt free?

Customers who consolidated their debts with Neyber have saved an average of £100 per month.*

[See what you could save](#)

*Calculated on the average savings made by debt consolidation customers as at Feb 2017.

neyber For organisations For employees News & Views About us [Get a loan quote](#)

Guide to buying a property

Buying a house is the biggest purchase you'll ever make. Here is a guide to help you through it.

[Read more](#)

neyber
Fairer finance for employees

No fees, affordable rates, hassle-free repayments.

love every drop
anglianwater

Promoting and measuring the impact of financial awareness



Boost Benefits highlights

- 4% increase in sign-up 2018 v 2019
- 66% (3327 employees) logged in to portal
- 1516 benefits selections were made
- Annual Leave sell most popular benefit



Areas of focus for 2020

Review of flexible benefits offering
Focus on cycle2work engagement
Payroll Giving / Pennies from Heaven

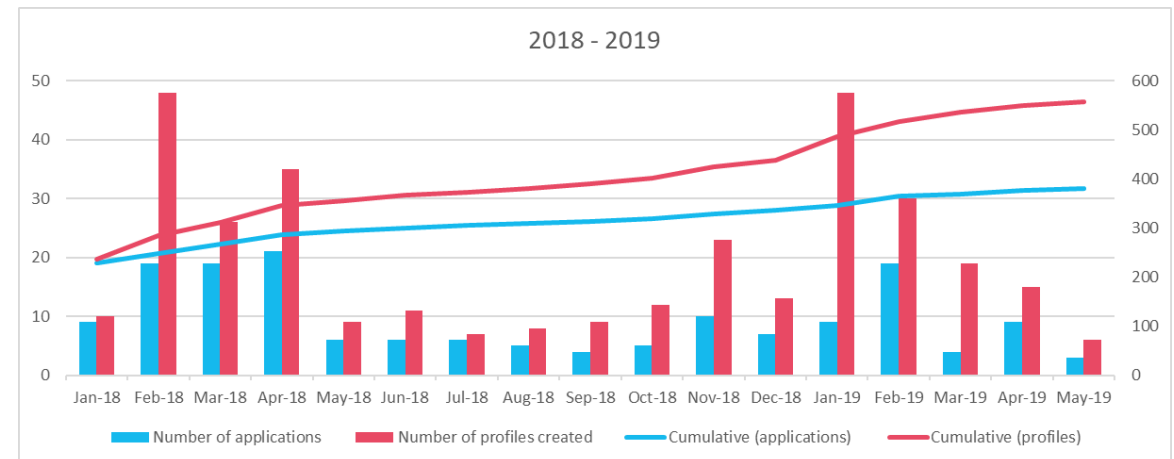
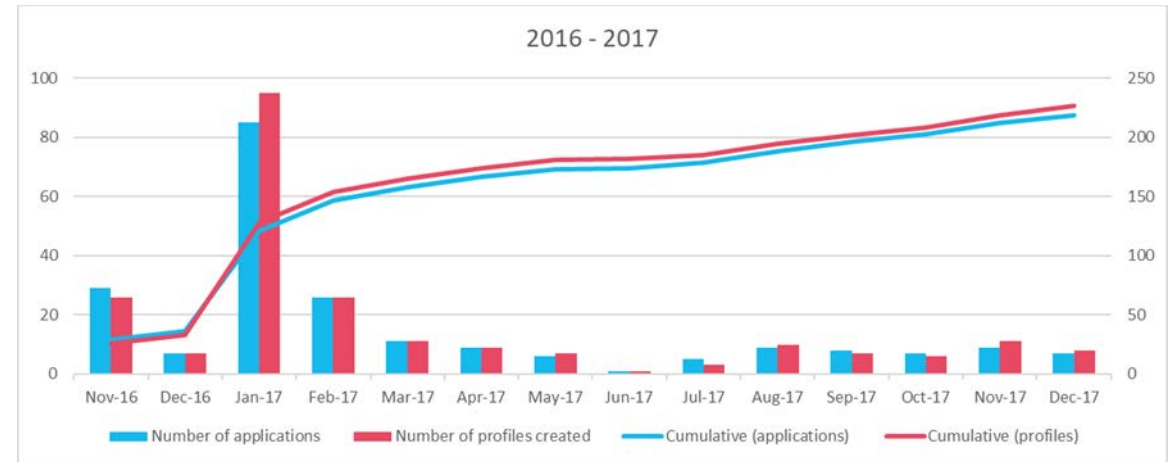
Partnering with Neyber to raise financial awareness

Anglian Water promoted Neyber's New Year Resolution campaign in January 2019 using Newsletter content, plasma screens, leaflets and digital posters.

Employee engagement at key sites as part of Anglian Waters' Boost Benefits Roadshow in February

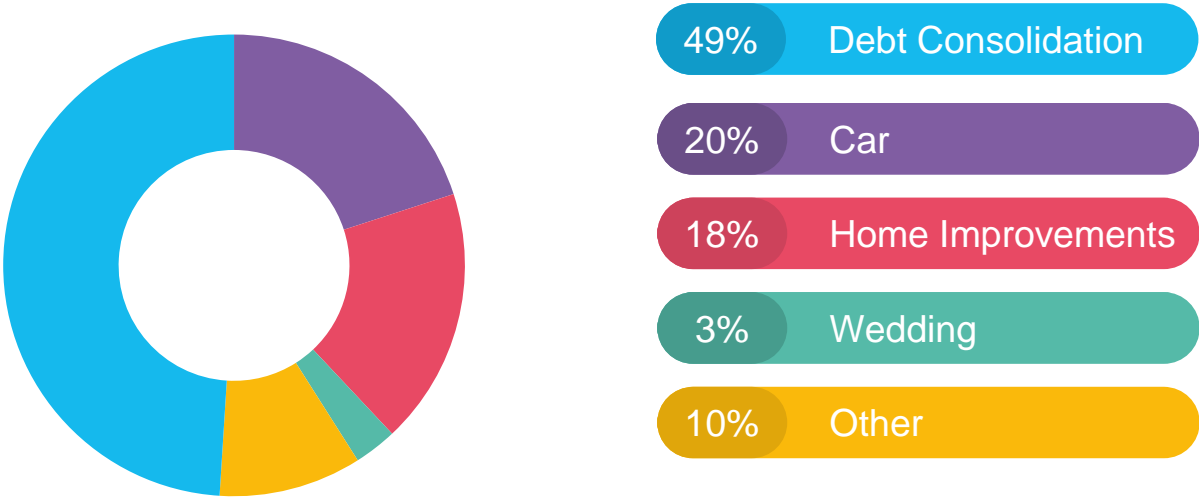
Five Money Makeover Workshops delivered

One to One telephone consultations delivered to employees as part of a targeted campaign



Having a positive impact

Debt Consolidation Types:



Profiles Created

561

Applications Received

380

Applications Approved

190

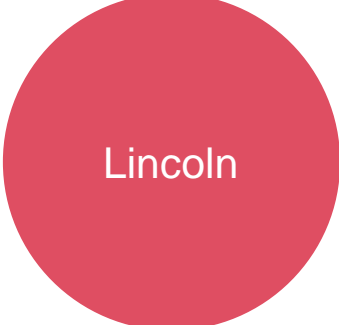
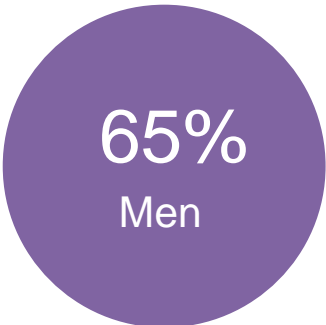
Loans paid out

£1,334,400

Average loan amount

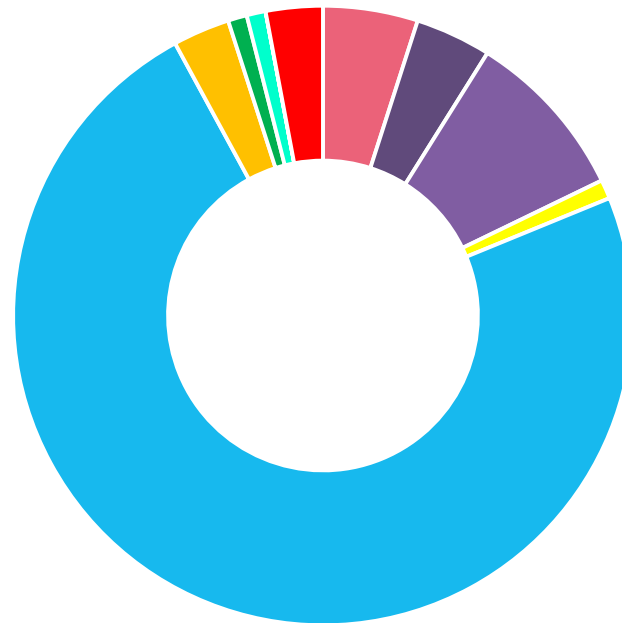
£7,538

Applicant demographic groups:



Identifying effective communication channels

How Did you hear about us?



- Colleague
- Company Intranet
- Email from my employer
- Financial wellbeing webinar
- My employee benefits platform
- My HR manager or HR team
- My line manager
- Not listed (other)
- Notice on my Payslip
- Poster in my workplace

Any questions?

