



## Enhancing our mental health support offering

### Situation

As a responsible business we know that mental health services are under increasing pressure in the UK and that mental health problems are one of the biggest contributors to ill health. According to the Mental Health Foundation it is projected that, by 2030, mental health problems (particularly depression) will be the leading cause of mortality and morbidity globally.

### Our approach

Having recognised the challenge people face to access timely mental health support we are committed to supporting our people to obtain early and comprehensive access to support.

Some of our tools and support offered includes:

- The Employee Assistance Programme, which provides 24/7 access for employees, including support on bereavement, relationship issues, anxiety and depression, coping with stress, line manager support, financial and legal advice and more
- free access to Thrive Mental Wellbeing, which provides 24/7 access to mental health support all in one mental health app which includes early detection, proactive CBT, in-app chat and access to free therapy

- members of Aviva Private Medical Insurance can access Mental Health Pathway Plus
- free access to Digital GP through Aviva which offers GP appointments and prescriptions
- neurodiversity support including diagnostics and screening, workplace needs assessments, coaching and training.



During the pandemic, we enhanced our mental health support by broadening our service offerings. This included expanding our EAP package to incorporate stepped care mental health support, which provides a range of therapies and up to 20 sessions with a therapist. In 2022, we also introduced Thrive Mental Wellbeing to our support offerings, recognising the need to enhance our range of support and leverage smart technology to be more inclusive for our younger and remote workforce.

Additionally, we provide support in broader wellbeing areas that can impact mental health, such as menopause and domestic abuse.

### Outcomes

In 2024, 391 colleagues have accessed mental health support through our Employee Assistance Programme. The implementation of Thrive mental wellbeing into our mental health support pathway for employees has proven to be successful. Since its rollout the app has been downloaded by 2,916 employees, with 624 actively using it as of December 2024. Thanks to the proactive nature of the support within the app, employees can engage with it as needed to receive a mental health boost.

**“I use the Thrive app two or three times a week and am grateful to have been given access to a therapist that I can speak too and message. My experience with the therapist has been very positive and it has made a significant difference to my wellbeing, health and focus. I would recommend trying Thrive.”**

Employee Testimonial