

**The importance of welfare provision at SPM Development Services**

SPM Development Services works hard to protect and look after the well being of all its staff. Achieving and maintaining good well-being is paramount and will ultimately increase productivity, achieving better outcomes for both our staff, clients and students. This creates a strong sense of identity within the organisation and higher retention levels.

Remote employees can often work longer hours and feel that they have to contribute more because they aren't in the office. If there is not a work life balance, this can lead to to high stress levels which ultimately turns to burnout if left unresolved.

Our tutors frequently have to juggle many tutoring schedules and commitments with planning, sometimes having to plan journeys for face-to-face tuition and different challenges that teaching can present. It can be both mentally and physically draining.

In order to minimise any risk of burnout and to maintain a healthy work life balance we take time to discuss teaching hours and student numbers with each tutor. We ensure that any concerns are addressed quickly and appropriately. Tutors provide feedback and reports after each teaching session and therefore this highlights any red flags that may need to be addressed. Our tutors are able to call to discuss any challenges they may be facing and we always look for solutions. Working generally across various teams it is essential to establish clear lines of communication and therefore SPM Development Service work hard at maintaining excellent communications with all its staff. Our tutors are always able to approach us to discuss any concerns they may have and SPM Development Services offers it’s support at all times.

To avoid any miscommunication, any potential disconnection that remote working can create and to increase team interaction, we frequently arrange social gatherings to touch base and boost our team spirit. It is crucial to appreciate and praise the excellent standard of work that our tutors provide. At SPM Development Services we always acknowledge and praise the hard work and efforts of our staff.

SPM Development Services engages with its staff to build and establish strong relationships. We like to believe that we are approachable and that our staff are able to confidently discuss any queries or concerns that they may have. We like to listen and to talk with our staff. We like to be connected to create a strong team.

Safeguarding is an important element of providing a secure welfare for our staff. Regularly reviewing and monitoring our risk assessments ensures the safety and protection of both our staff and students. We also like to ensure that our staff are able to work comfortably and in a way that also ensures confidentiality whilst working remotely. Our staff are always provided with training to implement data protection and to increase understanding and awareness of SPM Development’s Safeguarding and Lone Worker policies. In addition to this, all our tutors have their enhanced DBS checks. SPM Development Services maintain a high level of Duty of Care towards its staff. In the event of any allegation made about a member of staff, SPM, manage and minimise the stress caused by informing the individual as soon as possible, explaining the likely course of action, guided by the Local Authority Designated Officer (LADO), and the police where necessary. We offer all our staff advise and any additional information they may need.

SPM Development Services works with upmost professionalism and without discrimination fully supporting the LGBTIQ community. We fully support our staff and work very closely alongside each other with respect and without assumptions.