

Tai Esgyn

Tai Esgyn – Flexible Working Benefits Employees and Customers

Tai Esgyn, a registered charity, provides a range of support and accommodation services for people with mental health difficulties within Swansea and Neath Port Talbot. By its very nature, Tai Esgyn's working environment is highly pressurised, with clients whose needs cannot always be met in the 9 to 5 of a working day.

'As a small organisation, it is important that we retain our staff to ensure continuity of service to our clients,' says Tai Esgyn's Corporate Service Manager, 'and that staff have a good balance between work and life.'

To achieve this, Tai Esgyn called on the consultancy and training services of Chwarae Teg, and we helped to conduct a staff survey, develop a focus group, create an action plan, and then implement recommended changes.

For employees, this meant the introduction of flexitime and home working, access to compressed working hours, and the introduction of a Childcare Voucher Scheme.

As a result, Tai Esgyn has been able to improve productivity, reduce absenteeism, and meet the needs of its vulnerable customers.

Summary:

The FW/WLB issue:

Productivity
Meeting client needs

The FW/WLB Solution:

Review existing initiatives
Staff involvement
Introduction of Childcare Voucher scheme
Introduction of Flexible working hours
Introduction of Compressed working hours
Introduction of Home-working