



LINC

(Listening; Informal; Non-Judgemental; Confidential)

LINC is our award winning Peer Support Network which was developed by staff for staff. Staff from all areas and levels of the LAS undergo rigorous assessment and training processes and if successful become qualified LINC Workers. LINC Workers volunteer to support colleagues through difficult home and work related issues. The aim of LINC is to promote psychological and emotional Wellbeing for all staff. Accessing a LINC Worker is done confidentially, by phone or in person. Local management teams are familiar with LINC and will work with LINC Workers to support you.

We have a 24/7 Emergency Helpline which is manned by our team of Senior LINC Workers: **0207 922 7539**

The Senior LINC Worker Team also deliver the Enhanced TRiM Consultations. TRiM Referrals should be sent to TRiMConsultations@lond-amb.nhs.uk

The contact number for your local LINC Worker can be found on the LINC noticeboards on station.

LINC Worker details can also be accessed on The Pulse: <https://thepulseweb.lond-amb.nhs.uk/about-me/staff-support-services/linc/>

Other Services Available

- Post-Incident Trauma Training for Managers
- Building Resilience and Preparedness Group Work
- Wellbeing Training in Stress Management; Nutrition; Sleeping Smart and Mental Health.
- Psychological MOTs



For general information about all Staff Support Services available please e-mail jackie.phipps@lond-amb.nhs.uk. Or call on **0207 783 2015** between the hours of 9 to 5, Monday to Friday.

Your Comments

Our goal is to offer the best Staff Support Services possible so we welcome your feedback and comments so we can continue improving.



For further information or your comments please contact the Staff Support Services Manager:

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London Ambulance Service NHS Trust
220 Waterloo Road
London
SE1 8SD
Tel: 0207-783-2014
Internal: 112014
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Email: Fatima.fernandes@lond-amb.nhs.uk

STAFF SUPPORT



SERVICES

The London Ambulance Service has a Vision for staff to enjoy the greatest possible state of Wellbeing. In our Wellbeing Strategy we endorse the definition of Wellbeing as:

‘A state of emotional, mental, physical, social and spiritual Wellbeing that enables people to reach and maintain their personal and professional potential in their organisation and in their communities’.

WELLBEING MATTERS!





Occupational Health Service

The London Ambulance Service is committed to ensure the Health, Safety and Wellbeing of all staff. The OHS Provider works in partnership with the LAS in providing expertise to ensure a safe, healthy working environment. The People Asset Management (PAM) Group provide all Occupational Health (OH) services, including counselling, physiotherapy and the Employment Assistance Programme (EAP). Physiotherapy and all generic OH Referrals should be submitted by managers via OHIO.

The EAP is a 24hr Confidential Helpline offering telephone advice and support on a range of personal and work issues. It also provides counselling for staff.

Counselling can be accessed via the following methods:

- Individuals can self-refer via the PAM Assist Helpline: 0800 882 4102
- Managers can refer staff via emailing Referral Forms to: counselling@pamassist.co.uk

TRiM Consultation referrals should be sent to TRiMConsultations-DG@lond-amb.nhs.uk

For further information please access: <https://thepulseweb.lond-amb.nhs.uk/about-me/staff-support-services/occupational-health/>



The LAS Benevolent Fund was established in 1966 by a group of dedicated LAS employees from within the various disciplines of the service. It was formed to provide assistance and support to its members, who from time to time, may suffer extreme cases of financial hardship for reasons beyond their own control, such as loss of pay due to prolonged sickness, caring for a dependent, sudden death or any event that may create severe hardship.

Becoming a Member

If you are an employee of The London Ambulance Service, you may join the Benevolent Fund at any time. In order to join you must complete and return both the Beneficiary and Joining Deduction Forms which are available to download from the www.benfund.london.

Please return completed forms to:-

Tina Vince, Staff Support Services Department.

Benefits

For a membership fee of £3.50 per month you can join the LAS Benevolent Fund and benefit from the following:

- A retirement grant of £25 for each year you have been a member of the fund.
- A payment of £8,000 which will be paid to a person you nominate to help them financially if you die whilst a member.

You will also be entered into a monthly prize draw - there are eight £100 prizes to be won each month - and the annual Christmas draw with one prize worth £250 up for grabs.

Convalescent and Recovery

The LAS Benevolent Fund also provides a recuperative and convalescence facility for members and families whose medical condition or recovery process warrants the support and assistance of the Benevolent Fund.

For more information visit www.benfund.london or contact Tina Vince, Staff Support Officer on 0207 7832016.



Mortgages, Accommodation and Debt

Staff can access the free and impartial money advice website <https://www.moneyadviceservice.org.uk/en> which was set up by government. The Money Advice Service help people manage their money and provide information on renting, mortgages and managing debt. Their free and impartial money advice is available [online](#), over the phone: 0800 138 7777, and by webchat, in [printed guides](#), and [face to face](#) through a UK-wide network of Money Advisers.

Shared Ownership (Part Buy Part Rent)

Shared ownership is an affordable home ownership scheme which involves part owning, part renting a property. It is designed for people who can't afford to buy a home outright. It is the most established affordable home ownership scheme, and is available throughout England.

Useful Resources

<https://www.moneyadviceservice.org.uk/en>
<https://www.citizensadvice.org.uk/debt-and-money/>
<https://www.shareto-buy.com/gettingstarted/partbuy-partrent>
<https://www.shareto-buy.com/firststeps>
<https://www.citizensadvice.org.uk/housing/finding-a-place-to-live/finding-accommodation/>
<https://www.citizensadvice.org.uk/debt-and-money/help-with-debt>
www.gov.uk
www.helptobuy.org.uk
<https://www.moneyadviceservice.org.uk/en/articles/first-time-buyer-money-tips>
<https://www.moneyadviceservice.org.uk/en/articles/free-printed-guides>
<http://www.homebuyservice.co.uk/>
<https://www.gov.uk/housing-association-homes/print>