

Introduction

Havering have developed a Total Reward offering which is aimed at attracting and retaining talent.

Havering's Total Reward portfolio consists of four elements:

- Engagement
- Wellbeing
- **Benefits**
- Basic Pay and Allowances

Refer to **appendix 1** for full details of the reward portfolio.

The benefits element currently consists of:

- Defined Benefit Pension scheme - LGPS
- Holiday leave and Buying additional leave – being introduced from April 2024
- Childcare Vouchers – salary sacrifice scheme – closed to new entrants
- Cycle to Work – salary sacrifice scheme
- Health Cash Plan
- **Reward Gateway discount platform**
- Discounted Gym membership
- Charity Giving via payroll
- Salary Finance Staff Loans

There is some cross-over with Wellbeing elements.

Future benefit schemes being explored are:

- Electric Vehicle lease scheme
- Mobile Advantage – selling and buy recycled tech

Review of Reward Gateway Discount Benefit

All benefit and wellbeing providers have been reviewed and levels of engagement verses service and costs established. A strategy has been developed to market and get increased levels of engagement.

Reward Gateway, who currently provide our staff discount platform and with whom we are developing a Havering branded Benefit and Wellbeing platform, recently advised us that 1) they are applying a 10% increase to the contract renewal with effect from **1st April 2024** taking the contract cost to **£4,800** (based on £2 per employee per annum @ 2,400 employees), and then moving us to a new pricing structure with effect from **1st April 2025** seeing a significant increase to **£31,920** for the discount and benefit platform (based on £13.30 per employee per annum @ 2,400 employees). **In addition, if we wish to host salary two sacrifice schemes** such as Cycle to Work the employee rate increases to £24.90 per employee - **£59,760** for 2,400 employees. There was some discussion around offering a discount rate via KCS framework, although this would still see a significant and unsustainable increase for this benefit.

Review of other Discount Benefit platforms

We had already started to look at other providers for a discount platform prior to meeting with Reward Gateway last week and being advised of the proposed contract cost increases, however, we have conducted a full review as outlined in **appendix 2**.

Option 1.

Accept 10% increase for Reward Gateway taking the yearly contract cost to £4,800. The 10% increase has been challenged and 4% (RPI) suggested. Reward Gateway refused suggested increase. With a view to moving to another provider from 1st April 2025.

Option 2.

Do not renew with Reward Gateway and move to a preferred supplier. The recommended provider would be Vivup, based on functionality, service and cost.

A full vendor procurement process is not required for a contract value under £25,000.

Appendix 1

Our Total Reward portfolio is currently made up of the following four elements.

- **Engagement:**
 - Values
 - Learning & Development
 - 10 days of learning
 - Performance development (PDR)
 - Growth opportunity, career breaks, secondments
 - Work-life-balance
 - Flexible working and Ways of Working (WoW)
 - Recognition
 - Long service awards
 - STAR – staff recognition awards

- **Wellbeing:**
 - Mental Health First Aid Champions
 - Financial webinars
 - My Health Matters webinars
 - Virtual Exercise Programme
 - Thrive Wellbeing app
 - Occupational Health
 - Employee Assistance Programme (EAP)

- **Benefits**
 - Defined Benefit Pension scheme
 - Holiday leave and Buying additional leave
 - Childcare Vouchers
 - Cycle to Work
 - Health Cash Plan
 - Reward Gateway discount platform
 - Discounted Gym membership
 - Charity Giving via payroll
 - Salary Finance Staff Loans

- **Base Pay and Allowances**
 - Basic pay
 - Pay progression
 - Honoraria and Acting-up allowances
 - Market Rate supplements
 - Essential Car User allowance

Our Wellbeing and Benefit offering may vary subject to HMRC changes to salary sacrifice schemes and the identification of more appropriate benefits attracting greater employee engagement. Employee engagement rates for all benefits are reviewed each year.

Appendix 2

Benefit – Discount and Benefit & Wellbeing Platform Review

Preference rating based on cost, functionality and service:

1. Vivup
2. Hapi
3. Pluxee
4. Reward Gateway – current provider
5. Perkbox

Organisations Name	Overview of platform	Cost	Notes
Reward Gateway	Discounts (vouchers and cashback) Wellbeing Centre Customisable benefit and Wellbeing platform.	<p>April 2023 – 2024 - £4K - £1.66 per employee circa 2,400 employees.</p> <p>Renewal price for 1st April 2024 @ 10% increase.</p> <p>Renewal price for 1st April 2025 is: £13.30 per employee - £31,920.</p> <p>£24.90 per employee - £59,760 to include 2 additional salary sacrifice scheme EG: Electric car and Smart Tech</p>	<p>RG acquired the original provider 2 years ago.</p> <p>Current provider, recent change of Success Manager, lack of engagement from them, not aware we could personalise (benefit tiles) the landing page, or Reward and Recognition aspect of the platform.</p> <p>Was developing a branded Benefit platform through RG.</p>
PerkBox	Discounts, wellness, recognition. Similar to Reward gateway, - Salary sacrifice benefits (cycle to work, electric car etc.) Customisable benefit and Wellbeing platform. Also available via an app.	<p>£43,269 is list price.</p> <p>Offer: - £28,869 / year for 3 years - 2400 users</p>	<p>Offer price is £2k more than Reward Gateway.</p> <p>Not on ESPO or Crown Commercial Service framework.</p>
Vivup	Discount platform, salary sacrifice (home and electronics, cycle to work and electric vehicle). Also have a	Discount platform free of charge to NHS and government authorities subject to selecting one salary sacrifice benefit. We	<p>Liked the Reward and Recognition aspect.</p> <p>We were looking to partner with Curry's for home and</p>

	Reward & Recognition solution called Five-up.	<p>currently have Cycle Solutions, but we could also select Home & Electronics we can provide our Reward & Recognition platform Highfive or the proactive wellbeing area Yourcare free of charge.</p> <p>EAP Telephone counselling sessions 6 per issue a cost of £3.01 per employee per annum. If you wished to also add our GP Online service this would be an additional £1.26 per employee per annum</p> <p>No framework set up fee, can be onboarded in 4 weeks.</p>	<p>electronics and Tusker for electric vehicle who already partner with Vivup.</p> <p>HighFive demo was really good and can potentially run STAR Awards via the platform.</p> <p>ESPO and Crown Services framework.</p> <p>Downside – unsure on correct pronunciation of the platform</p>
Pluxee (previously Sodexo)	<p>A branded discounts platform, Full Access to our market leading Cycle2work scheme, Full access to SmartPay, Full Access to our special partnership with Tusker for EV scheme and Full Access to the UK's largest voucher shop for reward and recognition.</p> <p>App also available with reporting functionality.</p>	<p>Based on a 3-year contract under ESPO we'd be able to offer the above at a price of £2 per employee per annum. £4,800 circa 2,400 employees</p> <p>Under our formal rate card this has included us offsetting any set-up fees (Usually £1,600 and reduced the rate by 20%).</p> <p>EAP between £3 and £5 per person per annum.</p> <p>4-week launch</p>	<p>Fee for platform and £800 more than current deal although less than Reward Gateway renewal.</p> <p>Name not easy to remember.</p> <p>Currently provide EAP, Staff Discounts and Benefits and also our Cycle to work scheme at Waltham Forest</p> <p>Spoke to Vickie at WF, informed service is ok however hard to receive data around EAP service.</p>
Hapi	<p>Discounts, smart tech, salary sacrifice (electric car, cycle to work) wellbeing and EAP.</p> <p>App available.</p>	<p>Crown Commercial Service framework - £4k set up fee.</p> <p>£4.95 per employee, £11,880 circa 2,400 employees.</p>	<p>Visual of the platform is the best out of all providers we've spoken to especially the Reward and Recognition.</p> <p>Cost being £11,800, awaiting quote for ESPO framework but</p>

		<p>EAP £3 per employee £7.2k circa 2,400 employees.</p> <p>Transform wellbeing app £6/£7 per employee £13,800 circa £6 2,400 employees.</p> <p>6 weeks implementation period.</p>	<p>concern price will still be too costly.</p>
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Note 1: EAP is currently provided through PAM at the rate of £3.93 per employee per annum, as well as Occupational Health services. We have a 1 year contract extension wef 1st April and will need to undertake a full vendor tender review for service provision post 1st April 2025.

Note 2: Average level of engagement for an Electric Vehicle scheme is 5%.