



teacher support network



LTL Connect

Supporting teachers...and beyond

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Teacher Support Network

- National charity supporting teachers
- Used by over 25% of UK teachers each year
- Managed from LTL Connect, a social enterprise company set up by the charity
- Based just outside Cardiff

Health Work and Wellbeing

- Visits by Lord McKenzie and Dame Carol Black this year
- Hosted a roundtable at House of Commons for educational leaders to discuss subject with Dame Carol
- Clear need for suggested reforms, especially Health and Wellbeing Consultancy and Fitness for Work scheme, but must be tailored to needs of sector
- LTL Connect has a version of the services being proposed, development with a number of support network employers



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Teacher Support Network 1999

- Established a counselling service used by 12,000 teachers in first year
- High level clinical interventions valuable for some, but miss the mark for many
- Low to medium impact on profession as a whole
- Low volume use of services



Our solution today

- Appropriate interventions
- High volume utilisation
- Engagement approach - we go to where teachers are, don't wait for them to come
- **Services**
 - Online information
 - Advice
 - Coaching and mentoring
 - Counselling
 - Financial support and advice

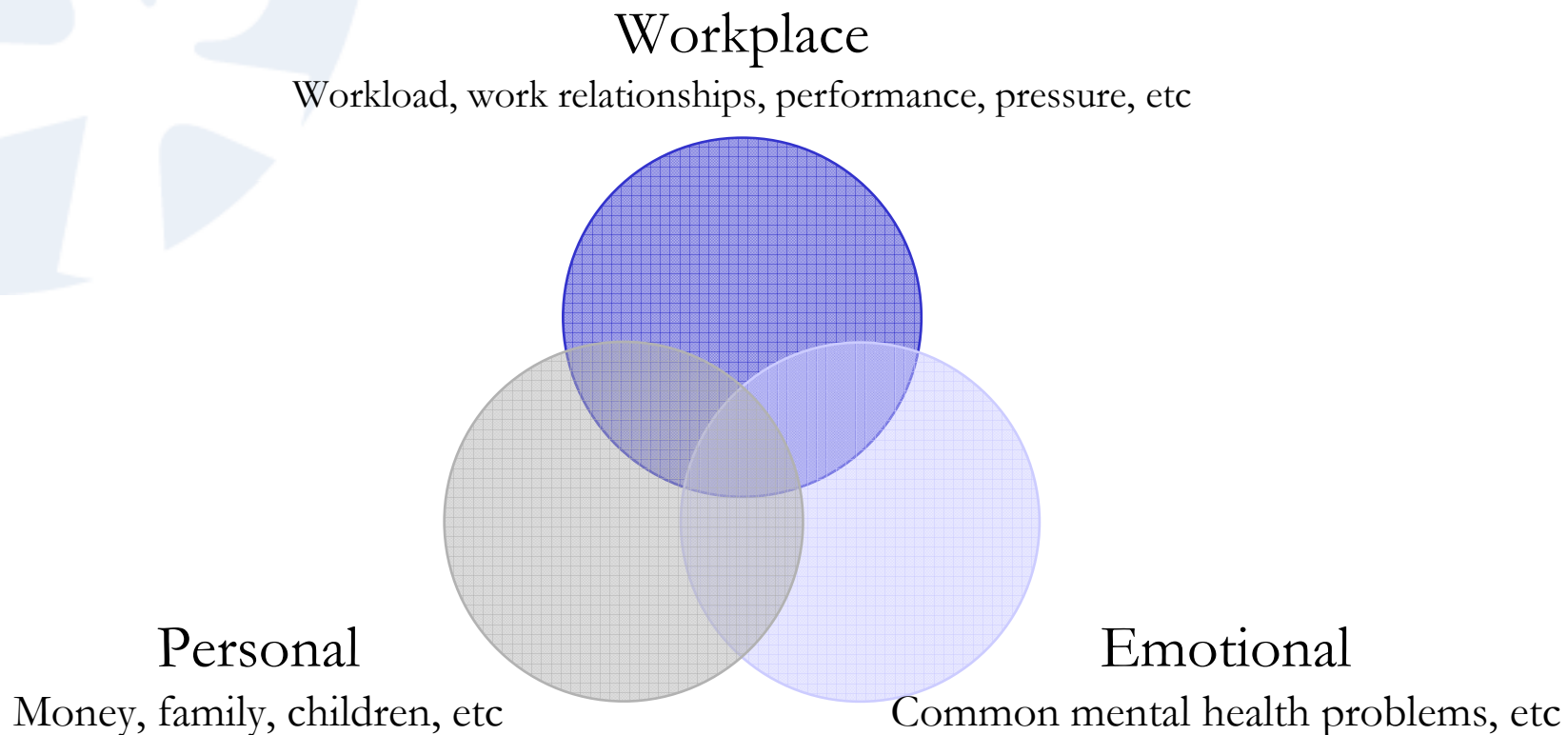


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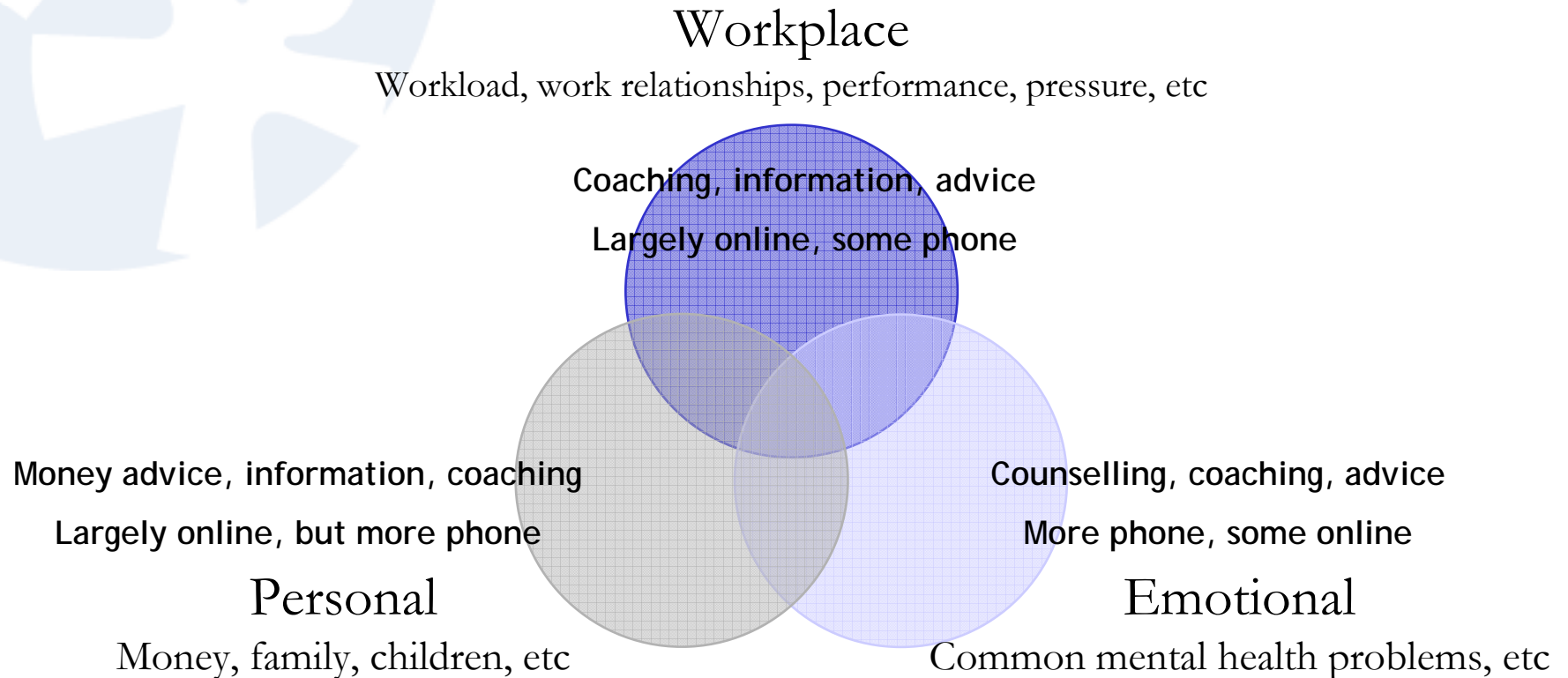


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Holistic approach



Holistic approach

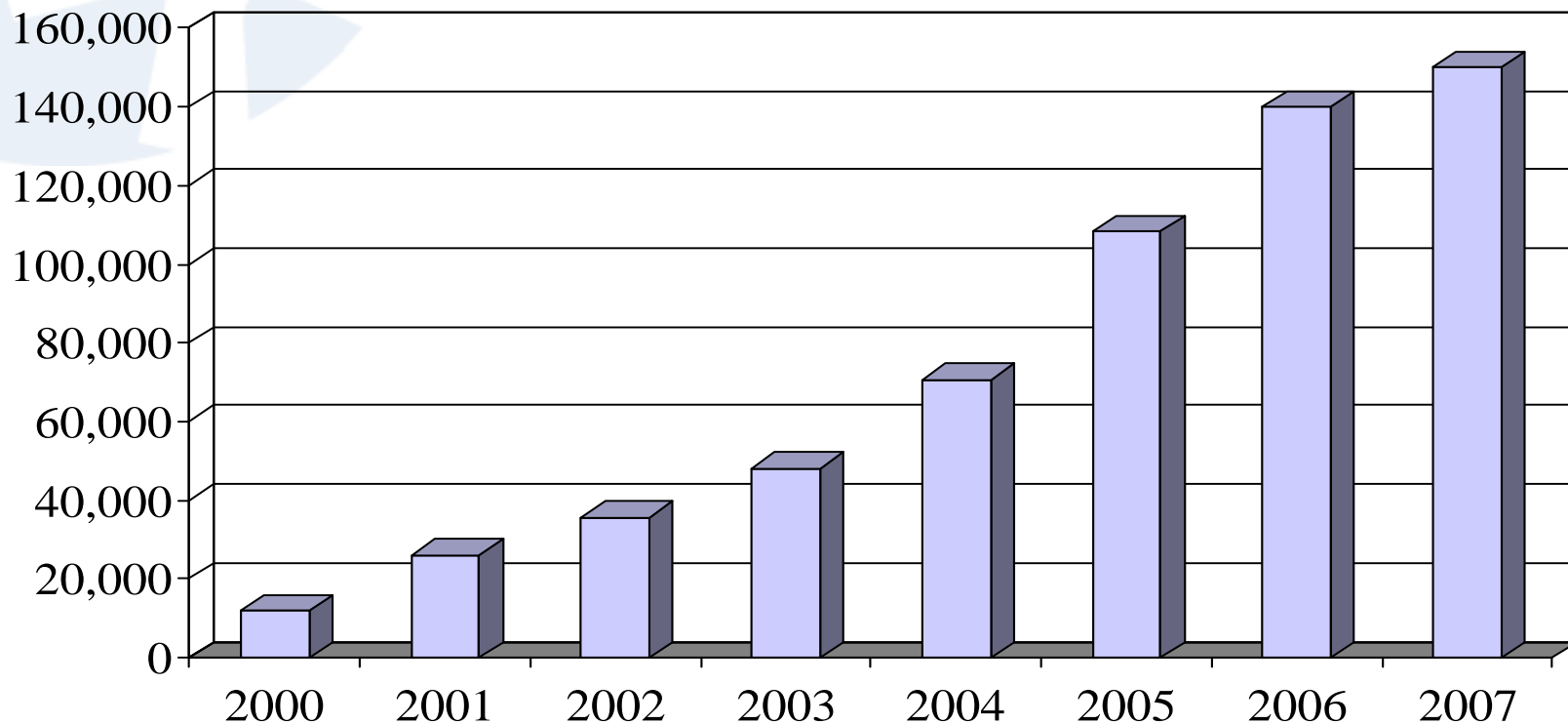




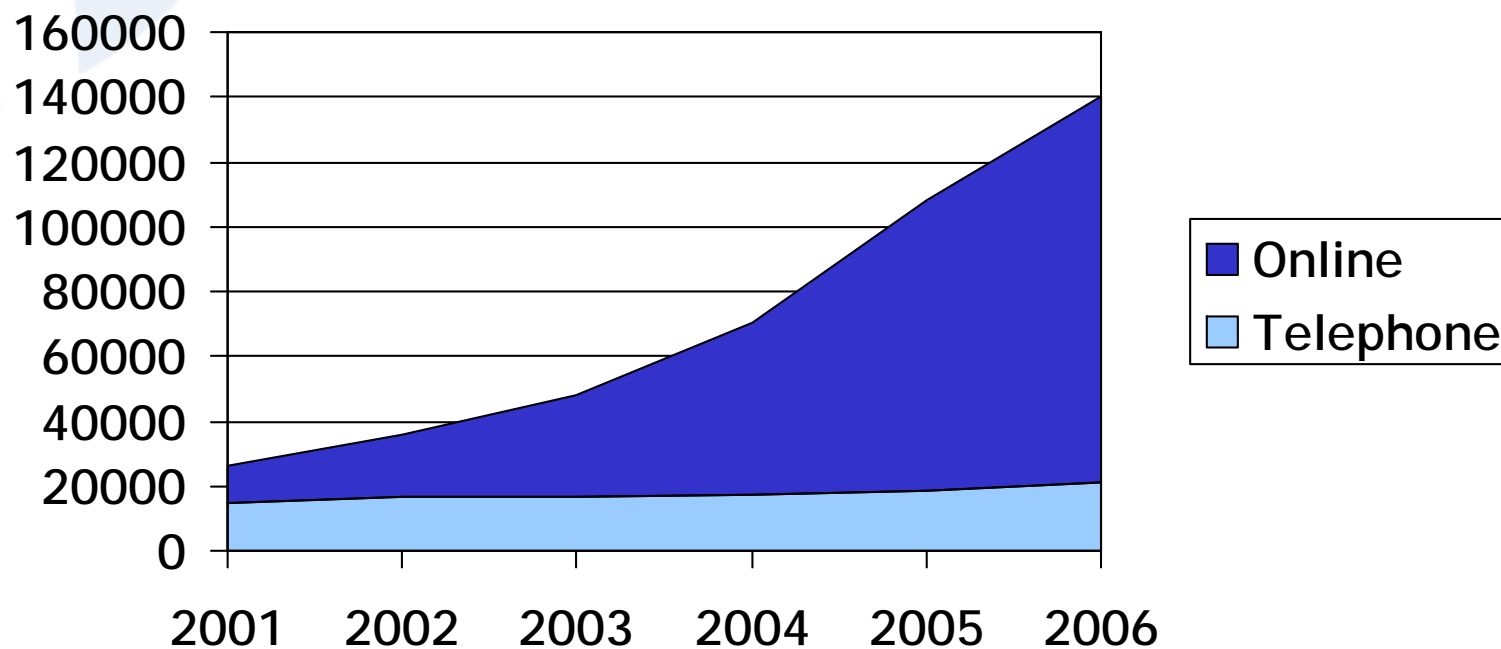
Why did TSN develop new services?

- Recognition of the changing needs and habits of teachers
- To harness the benefits of new technology to improve outcomes for service users
- To reach a larger audience within the teaching profession
- Collect high quality data in service use to improve impact and inform policy development

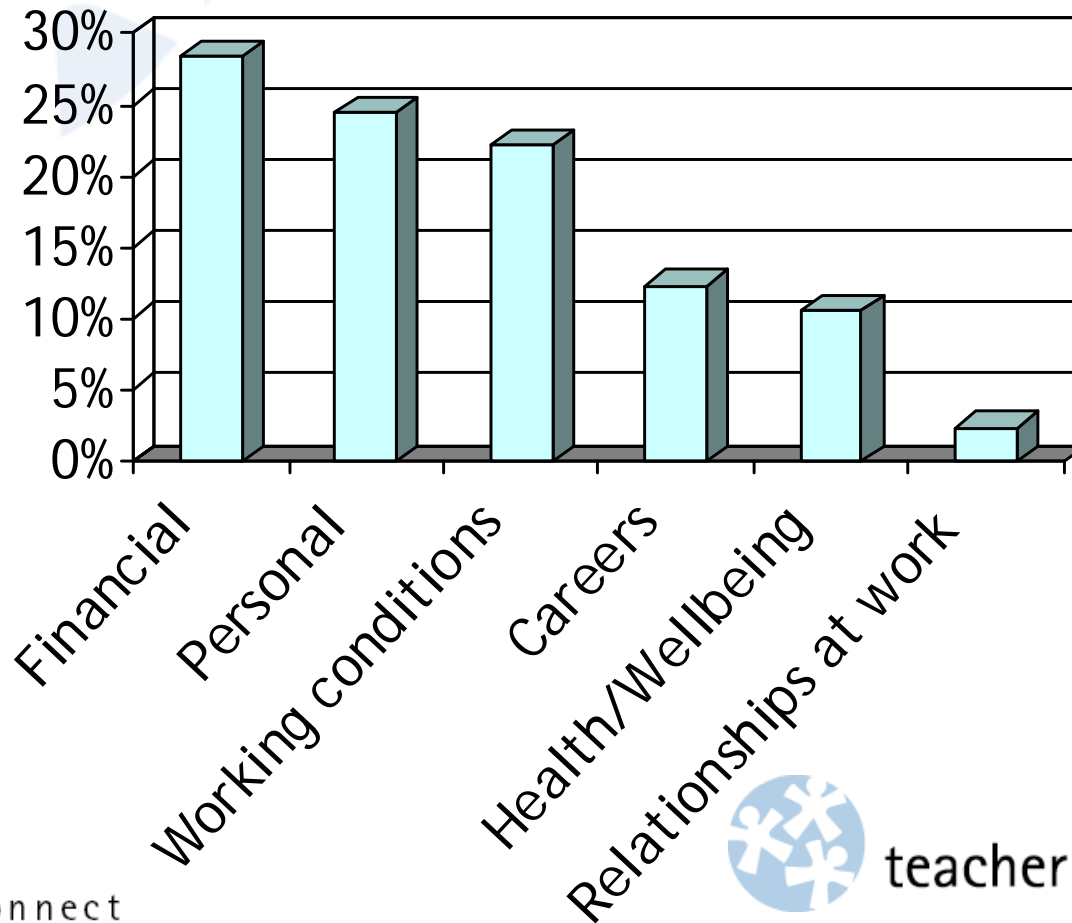
Service incident growth 2000-2007



Service growth by medium



Reasons for first contact 2008



Engagement process

- Our experience is that keeping teachers in work is our focus, where possible
- This involves engaging people in the support and services available to them
- We implement proactive engagement strategies, largely focussed online for the majority of employees are online
- Engagement channels
 - Organisational emarketing to employees
 - Online advice and information platform
 - Integration into relevant websites (API)
 - Workplace engagement activities



Development to other sectors

- We have used our approach to develop unique approaches for other sectors and applications
- LTL Connect was established as a social enterprise to develop support service platforms
 - Beating the Blues (online CBT)
 - Turn2us (people in financial need)
 - Dyfed Powys Police
 - Employee Support Network
 - Trade union services



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Differentiating factors

- Multiple access routes
- Engagement philosophy
- Service approach
 - Positive and proactive
 - Expecting 20% service use and driving to 50%
 - A wellness model, not an ill health model



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