



WELLBEING IMPACT REPORT | TUNE IN 2019-2020

WORKPLACE CHOIRS

FEBRUARY 2020

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FOREWORD

Martin Roberts

Group Transformation Mental Health Lead, Lloyds Banking Group

In March 2019 I was telling my story at a mental health event in London and met Greg from on:song, who told me of the proven scientific results singing has on a person's physical and mental wellbeing. Within 12 weeks Tune In was formed with the full backing of both Gill Wylie, Enterprise Transformation Director, and Nick Williams, Deputy Group Transformation Director. And it's here the real story begins...

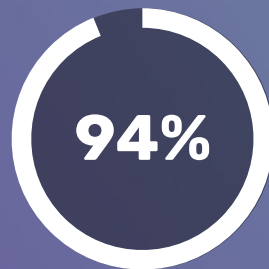
No words I write here can do justice to the impact Tune In has had on the physical and mental wellbeing of those who have taken part. Tune In and its 300 members has created a new community across all of Lloyds Banking Group's different UK locations; bringing workplaces together, and changing colleagues' lives through the power of singing. Other organisations have recognised the positive impact this initiative has had on our colleague's welfare, part of our commitment to help Britain prosper, and we've enjoyed sharing our story of starting Tune In to help inspire others to do something similar.

It's fair to say that mental health and wellbeing awareness doesn't stop when the music stops. Tune In has given us another platform upon which we can build and continue with our message that "it's okay to not be okay".

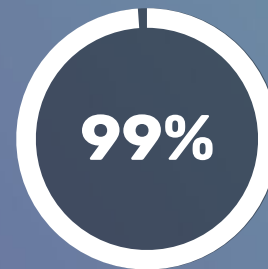


"Tune In and its 300 members has created a new community across all of Lloyds Banking Group's different UK locations; bringing workplaces together, and changing colleagues' lives through the power of singing."

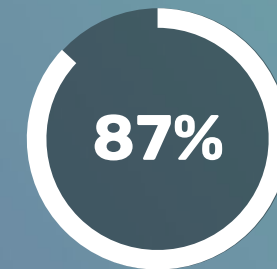
**SINCE
STARTING
TUNE IN**



**feel more confident
up from 86% at midway point**



**feel a stronger sense of
community at work**



feel more satisfied in their job

THE CASE FOR WELLBEING AT WORK



Evidence shows that a small improvement in wellbeing can help to decrease mental health problems and also help people to flourish.

We have set out to make a compelling and ongoing case for investing in wellbeing, and, more broadly, help create a culture where employee wellbeing is valued and prioritised. There is a rapidly growing body of evidence showing the need for and value of this investment, and also the importance of it being a part of a cultural movement rather than a box-ticking exercise

A 2020 Mental Health At Work report just published in Jan 2020 estimates that poor mental health among employees costs UK employers **£42bn – £45bn** each year. This is made up primarily of absence costs, presenteeism costs and turnover costs and is an increase of about £6bn and 16% on their figures from 2017.

The same report goes on to demonstrate that effective wellbeing initiatives have an average return of £5 for every £1 invested, going up to **£11** for every **£1** spent for initiatives which match the following criteria:

- Offering a large-scale culture change or organisation-wide initiatives supporting large numbers of employees
- Focusing on prevention or designed to build employee resilience.

- Using technology and diagnostics to tailor support and measure impact.

Suggesting the estimated potential return on the investment in Tune In could be in the region of £1 million.

The difference a wellbeing intervention such as Tune In makes cannot be overstated. Our experience has been full of anecdotes such as these from a Bristol participant: ***"Although I am part of the team, I work from home around 95% of the time due to the location of my main office. At the start of last year working in isolation my anxiety got really bad which was affecting my health. Since joining Tune In I have found that even after a 5 hour round trip commute I feel better in myself having sung with the choir during lunch. I now feel less stressed about work situations that I can't control"***.

The estimated potential return on the investment in Tune In could be in the region of £1 million.

ON:SONG

George Bell and Greg Staw 2020



ABOUT US

On:song run choirs and singing workshops for companies and organisations. Our mission is to promote the benefits of group singing to support global wellbeing.

Working closely with HR and senior leadership, we deliver programs that are effective in supporting the wellbeing and mental health needs of staff.

Participants in our programs come away feeling less stressed, more energised, and with a greater sense of connection to their colleagues and wider workplace community.

On:song's programs, led by engaging and expert facilitators, are designed to build singers' confidence while introducing them to a broad and contemporary repertoire. Weekly sessions are supported by our custom built app, Audiate, facilitating self directed learning outside of the sessions improving inclusivity, building confidence, and accelerating group progress.

On:song is founded by George Bell and Greg Staw, lifelong musicians with professional backgrounds spanning the arts, tech and social enterprises, on a mission to promote people focused change within organisations.

OUR VISION

Our vision is for singing at work to become a standard part of modern workplace culture.

Our work builds a compelling data-driven case not only for companies to recognise arts based interventions, but also more broadly for social prescribing - working towards non pharmaceutical interventions in the prevention of mental ill health. There is growing research and investment going into this area and it is one to which we aim to contribute over the coming months.

This contribution will be achieved through data capture, measurement, and analysis both quantitative and qualitative, throughout the programs and beyond - measuring the impact of the programs' legacy. We will be able to provide employers with regularly updated insights into the impact that our programs are having on their staff, along with key insights into broader national trends relating to our work and its impact.

TUNE IN



Tune In began in July 2019, a collaboration between on:song and Lloyds Banking Group (LBG), initiated by LBG's mental health lead, Martin Roberts. The project saw weekly hour-long lunchtime singing sessions taking place simultaneously in five regional sites; Edinburgh, Halifax, Manchester, Bristol and London.

The initiative aimed to bring colleagues together, develop the culture and sense of community and contribute to the wellbeing and positive mental health of LBG colleagues. The sessions were designed to be as inclusive and engaging as possible with a strong emphasis on being open to all, with no prior experience necessary.

Uptake was higher than expected with over 300 individual signups, driven through the appointment of a regional ambassador in each area, a well coordinated marketing and branding campaign, and word of mouth.

Sessions were delivered by on:song musical leaders local to each area and the sessions were supported by on:song's bespoke app, Audiate, which allows participants to access individual audio parts, session notes and recordings, and other resources to improve their singing and experience.

Through regular surveying and interviews, on:song were able to measure the effectiveness of the Tune In program, providing valuable insights for LBG and helping to strengthen the wellbeing and economic case for the project.

The groups were regularly invited to perform at internal events, fundraisers, award ceremonies and even flash mobs at LBG offices. These presented great opportunities to showcase the project and the fantastic progress made by the groups, and was also invaluable performance practice, as for the majority of participants this was the first time singing to an audience.

Each group also hosted a Christmas concert for friends, family and colleagues, and all five choirs came together in February in London for a very special concert in which a 'super choir' of all participants across the country was formed to perform two songs together. This performance was recorded and edited into a music video and digital download to raise money for Mental Health UK, LBG's designated charity partner.

TUNE IN STATS



- 28 WEEKS
- 8,400 MINUTES TOTAL SINGING
- OVER 10,000 APP LAUNCHES
- 300+ SIGNUPS
- OVER 20 PERFORMANCES AROUND THE COUNTRY
- LEAN ON ME SUNG MANY TIMES



Edinburgh



Halifax
Manchester



Bristol



London

GENERAL WELLBEING

Here we looked at the more fundamental impact Tune In had on participants; reducing stress and contributing to an overall sense of wellbeing. Feelings of positive wellbeing and an absence of negative emotions are fundamental to the overall health of an individual, enabling them to successfully overcome difficulties and flourish.

SURVEYING

Participants were also asked at the beginning, middle and end of the Tune In project about their perception of its impact on their mood. 99% agreed (94% strongly) that Tune In had a positive impact on their wellbeing while 100% agreed that weekly singing reduced their stress levels.



weekly singing reduces their stress levels



Tune In has a positive impact on their mental wellbeing

Makes me feel mentally better and lot happier to return to workplace and outside of work. Feel more positive and resilient to handle any stresses/pressures or tight deadlines that there might be or arise. Tune In choir sessions helps me to focus on what's happening there and then, enjoying the community of people I'm there with and spending time together singing.

It has been a godsend. I was off with stress for a week not long before these classes started...I signed up and it has really helped me to relax. I love singing and this opportunity to meet the other lovely colleagues who are singing

I feel so much more relaxed, it has definitely reduced my anxiety.

I feel so much happier and healthier. I feel like I am getting closer to a good work-life balance.

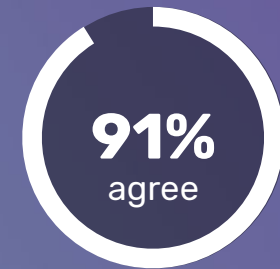
COMMUNITY AND CONNECTION

Strengthening relationships with colleagues and feeling close to and valued by others is an important and integral part of our wellbeing.

Tune In has offered an ongoing opportunity for participants to meet new people, develop connections and enjoy greater community at work.



there is a stronger sense of community at work



they have stronger working relationships with their colleagues

I've made new connections at work for both work and personal reasons. I feel safe in the choir and have been able to open up about mental health issues. The WhatsApp group has been great to share worries and get in the moment feedback and support from other choir members.

I'm really enjoying it. It's a great way to build relationships across the wider team

We're finding a renewed community spirit as like minded individuals come together for a shared interest. The way the choir community works is fantastic!

I know far more colleagues outside of my team. I smile and say hello to more people every day. I look forward to the sessions as they lift my spirits!

LEARNING AND GROWTH

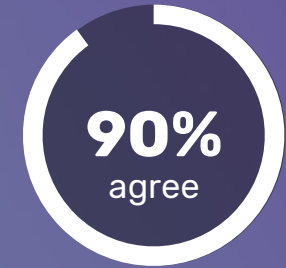
Research shows that if we keep learning throughout adulthood and into later life, this can have a positive impact on maintaining and improving our mental health and wellbeing. Studies have shown that learning as an adult:

- Increases our self-esteem
- Encourages social interaction
- Gives us a sense of hope and purpose
- Improves our ability to cope with stress

Tune In has provided an opportunity for gaining new knowledge, developing skills and confidence and having new experiences that enrich our lives.



they feel more more confident



they feel more resilient to workplace challenges and changes

Overall I would say my confidence in and out of work has improved and I feel a new sense pride around my achievements with the choir.

Takes me out of my comfort zone and gives me techniques to help manage stress levels away from the choir sessions

Good wide choice of material, with a variety of pieces most of us knew and some pieces none of us knew.

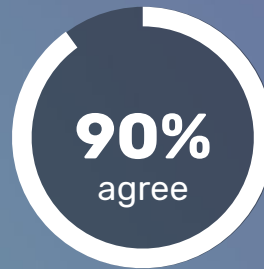
It's made me a more confident singer, I've met new colleagues who I wouldn't have otherwise met, I've learnt songs without printed words and music, I've had lots of laughs and it's made Wednesdays the most fun day of the week!

CAREER WELLBEING

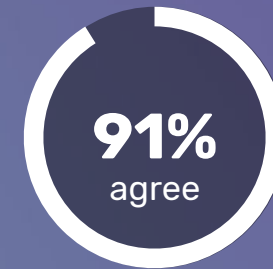
How people feel about their work is often the single most significant wellbeing priority for people, and we were keen to measure the impact of Tune In on how participants felt about their work



they feel more satisfied with their job overall



they are more motivated in their work



they are happier with their work-life balance

It's completely changed the way I look at coming to work

Whenever I've gone to Tune In, I've returned to work in a far better frame of mind to tackle the afternoon and rest of the week.

I also feel this has helped me tap into a new confidence at work. Overall I would say my confidence in and out of work has improved and I feel a new sense of pride around my achievements with the choir.

I definitely feel that I have a better work life balance and my confidence has increased.

I feel like I have overcome some personal fears especially around performing in front of people.

SINGERS' EXPERIENCES

I had an accident on the 11th May where I received Severe Concussion. Unfortunately for me this turned into Post Traumatic concussion – the result was a bruise grew at the base of my skull and instead of growing outside my skull it grew inside and depressed my brain. This unfortunately gave me the symptoms of a mini stroke, affecting my balance speech, mobility and confidence. Through attending Tune In I have grown in confidence; by practising body percussion I have improved my coordination and stance, and my dizziness has also improved. I am grateful that my line manager has fully supported me on this journey and my Wednesday visits give me something to look forward to every week.

It is great to have a break from work and do something different. Singing helps you disengage from work and you start the afternoon feeling refreshed. I come back to work feeling like the start of the day after a long restful sleep.

It's made me more confident. It's made my wife (more) proud of me. It's given me new friends

Makes me feel mentally better and a lot happier to return to the workplace and outside of work. Feel more positive and resilient to handle any stresses/pressures or tight deadlines that there might be or arise. Tune In choir sessions help me to focus on what's happening there and then, enjoying the community of people I'm there with and spending time together singing.

It's had a positive impact on me, my work home life. Really life changing.

Certainly build teamwork and have made new friends and met colleagues I've not previously worked with.

I've met new colleagues and made friends. I'm better able to relate to my children who are in choirs themselves.

I feel like I have a new community of people to call on and be part of. I also have a wide range of songs to sing to my newborn child. This has made my wife extremely pleased and moved, she loves hearing and seeing me sing to her. I can't tell you how special that's been. I also feel like it's reminded me that even when work seems too busy, too full on, you're able to step back and remember that there's more to life.

Tune In, in my opinion, has been the best and most effective step towards colleague wellbeing / mental health, that LBG has put in place. Quite often it is the practical solutions, rather than information/presentations, that are the most effective things to implement, to help relieve stress and address the work life balance within the workplace.

Given me a sense of space and calm in a pressured work environment. Feel less stressed and more able to cope & juggle.

It has enriched my life, I've met lots of great people, it's made me happier and more positive, my stomach muscles are more toned!

FUTURE



Tune In is really just the start of the journey.

Group singing is experiencing a renaissance like never before. More people sing as part of a choir in the UK each week than play football - more than 2 million people. Workplace choirs, however, despite their huge demonstrable benefit to both groups and individuals, are still a relatively nascent concept.

Our vision is to take workplace singing into the mainstream, for a choir in offices scheme to become as ubiquitous as the cycle to work scheme. We would like to see group singing and other holistic workplace wellbeing initiatives being unanimously recognised and proudly displayed by top-ranking organisations as a mark of their commitment to healthier worker and healthier workplace cultures.

Throughout 2020 we will be setting up new choirs in a number of high profile organisations, greatly increasing the number of participants on our programs and making the benefits of singing evermore accessible to professionals. Working with academics and healthcare providers we will be building on the work in this report and strengthening the case for arts based wellbeing initiatives in workplaces nationwide. We are looking to partner with a university in 2021 to undertake a comprehensive, controlled study into the efficacy of our work.

More broadly, we want to continue to build the nationwide case for social prescribing - non pharmacological health interventions - supporting the NHS in their aim to have 900k people referred to social prescribing by 2023/24. With your help we can make this a reality; we are always looking to partner with forward-looking organisations and research institutions to further our work in this exciting field, forming strategic partnerships that will make this goal into reality.

We would love to hear from you; hello@onsong.co.uk.

We're excited to announce that on:song and LBG's Tune In collaboration will be continuing later this year.



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