

Item 16b – Full Council February 2023

How our EAP can benefit your business

Happier, healthier employees are more motivated and productive. So when your people do better, your business does better.

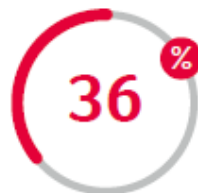
Here's how we've helped our clients

Reducing workplace stress



reported a drastic decrease in workplace stress-related incidents

Reducing absences



reduction in absences by having the EAP in place

Boosting life satisfaction



outlined a noticeable increase in wellbeing post-counselling

Why Health Assured?

- ✓ Support over **12 million** lives across all sectors
- ✓ **BACP accredited** at organisational level
- ✓ **UK-based** service centres operate **24/7/365** for all calls
- ✓ **25.2%** of weekly calls occur outside 9am - 5pm
- ✓ Network of over **1,500 counsellors** and psychologists
- ✓ Innovative technological development e.g. **App, LiveAgent**
- ✓ **15-20%** of people into therapy
- ✓ Support UK organisations in over **170 countries**
- ✓ Client retention rate of **94%** and **4.6/5** on Feefo
- ✓ **71.5%** return to work rate, including anxiety and depression
- ✓ Support **36,500** organisations across the Group
- ✓ First EAP provider to join **Stonewall Diversity Programme**

Issues Health Assured supports

Health & lifestyle	Legal information	Home life	Work life
<ul style="list-style-type: none">• Physical health• Mental health• Sickness absence• Critical and traumatic incidents• Eldercare• Rehabilitation• Addiction• Cancer survivorship• Terminal illness	<ul style="list-style-type: none">• Probate and Wills• Legal queries• Caring for a dependant• Debt and financial• Buying a new home• Separation and divorce	<ul style="list-style-type: none">• Identity and LGBT• Domestic abuse• Discrimination• Childcare• Bereavement and loss• Relationships and marital	<ul style="list-style-type: none">• 'Leavism' and 'Presenteeism'• Managing change• Return to work• Bullying and harassment• Redeployment• Redundancy• Retirement• Stress

Service overview: Core EAP

- ✓ Up to **6 sessions** of face to face, telephone or online counselling, including telephonic and face to face CBT counselling, per employee, per issue, per year
- ✓ **Full case management** protocols for all structured counselling cases
- ✓ Unlimited access to **24/7/365** confidential telephone helpline
- ✓ Self, manager, HR, physiotherapy, trade union and OH **referrals**
- ✓ Coverage for **dependants and retirees** (up to three months) within HMRC guidelines
- ✓ **Legal information** services
- ✓ **Debt & Financial** information
- ✓ **24/7 critical incident** telephone support
- ✓ **Family advice line** on topics such as childcare and eldercare
- ✓ **Manager consultancy** and support

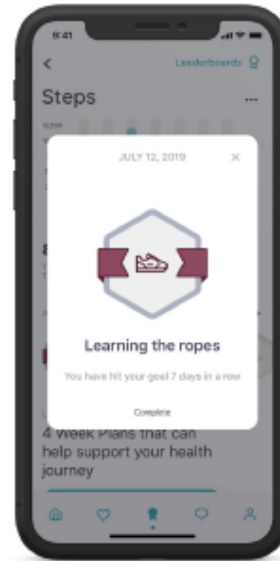
Active Care

Day one intervention for stress related absences

- ✓ Unique to Health Assured
- ✓ Day one intervention from when an employee cites absence in relation to stress, depression or anxiety
- ✓ Clinician contacts employee within 24 hours and completes telephone consultation
- ✓ Employer will receive a written report within 48 hours
- ✓ Clinician signposts employee to the appropriate EAP service
- ✓ In 95% of cases the employee is back to work within 14 days

Online Tools & Accessibility

- **My Healthy Advantage** smartphone app
- Health & Wellbeing Portal
- Online CBT course
- Online trauma course
- Video counselling
- Counselling support via email
- LiveAgent Instant Chat
- Accessibility:
 - Braille
 - Easy read
 - Alternative colours
 - Materials in other languages
 - Translation services
 - Video counselling with BSL counsellors
 - Relay UK



Health & Wellbeing Portal

- LiveAgent instant chat
- Monthly webinars including Recognising Stress, The Art of Motivation, Building Personal Resilience, Mental Health First Aid
- Four week programmes including Quit Smoking, Sleep, Losing Weight, Drinking Less
- Mini health assessments including BMI, Sleep, Alcohol, Anxiety and depression
- Wellbeing articles and fact sheets on topics such as sleep apnoea, menopause, internet safety, eating disorders, gender reassignment, self-harm and consumer vulnerability
- Awareness Day information such as OCD week of action and self-injury awareness day
- Drives engagement in partnership with newsletter

