

# Item 7b – Staffing Committee 25<sup>th</sup> January 2022

## 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.

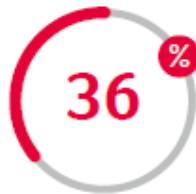
## Here's how we've helped our clients

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

## 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

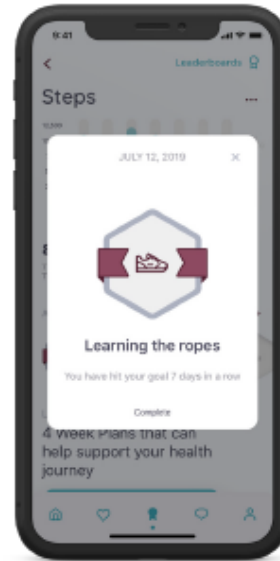
## Active Care

### 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

