



Please provide recorded information held centrally (e.g., procurement, contract management, or supplier performance records) for the period 1 January 2021 to the date of your response relating to your use of Peninsula (including Peninsula Business Services Limited and any Peninsula Group entity) for HR, employment law advice, tribunal support, or related services.

Please provide:

1. Total spend by financial year with Peninsula, with the supplier name as recorded in your finance/procurement systems.

The spend with Health Assured Ltd is as follows:

2025/26 £54,594.24 (at 18/2/26)
2024/25 £42,700.63

The name used by finance systems and procurement teams is: Health Assured Ltd
2. Copies of any current or expired contract(s), call-off(s), framework references, statement(s) of work, and service descriptions that set out the scope of services.

The *contract and other documents attached.
**Officer names and email addresses have been redacted under Section 40(2) as they constitute third-party personal data'.*
3. Copies of any generic materials provided by Peninsula and retained by you for internal use, such as training slides, guidance notes, template letters, checklists, tribunal preparation guides, or reasonable adjustment guidance (excluding case-specific legal advice).

Attached
4. Any centrally recorded supplier performance records relating to Peninsula, including:

 - a. service level monitoring reports,
 - b. performance scorecards,
 - c. contract management review notes,
 - d. improvement notices or remedial actions.

None recorded.
5. The number of recorded complaints made by your organisation about Peninsula's service during the period, and copies of any complaint correspondence or outcome summaries held centrally (with personal data redacted).

No complaints recorded



CONTRACT

FOR

EMPLOYEE ASSISTANCE PROGRAMME AND COUNSELLING SERVICES

between

(1) WIGAN COUNCIL

and

(2) HEALTH ASSURED LTD

CONTRACT NUMBER L1/DN696793/HAL/FEB 2024

CONTENTS

- AGREED TERMS..... 3
- 1. INTERPRETATION 3
- 2. COMMENCEMENT AND TERM..... 5
- 3. SUPPLY OF SERVICES..... 5
- CUSTOMER'S OBLIGATIONS 7
- 4. TITLE TO DELIVERABLES AND CUSTOMER MATERIALS 8
- 5. DATA PROTECTION 8
- 6. INTELLECTUAL PROPERTY..... 8
- 7. CHARGES AND PAYMENT 9
- 8. REVIEW OF THE CHARGES 10
- 9. LIMITATION OF LIABILITY 10
- 10. INSURANCE 11
- 11. BUSINESS CONTINUITY 12
- 12. TERMINATION..... 12
- 13. BRITISH ASSOCIATION FOR COUNSELLING AND PSYCHOTHERAPY (BACP) INVESTIGATION 13
- 14. EXIT ARRANGEMENTS 14
- 15. TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) 14
- 16. DISPUTE RESOLUTION 15
- 17. FREEDOM OF INFORMATION 16
- 18. GENERAL 17
- SCHEDULE 1 SERVICES 21
- SCHEDULE 2 TENDER CLARIFICATIONS, SUPPLIER'S TENDER & RELEVANT CORRESPONDENCE..... 39
- SCHEDULE 3 CHARGES 147
- SCHEDULE 4 DATA PROTECTION..... 150

THIS CONTRACT is made the 20th March 2024

Parties:

- (1) WIGAN BOROUGH COUNCIL of Town Hall Library Street Wigan WN1 1YN
(Customer)
- (2) HEALTH ASSURED LIMITED a company registered in England and Wales with
company number 06314620 and with registered address The Peninsula, 2
Cheetham Hill Road, Manchester, Greater Manchester, M4 4FB, United Kingdom
(Supplier)

Agreed Terms

1. Interpretation

1.1 Definitions:

Business Day: a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

Charges: the charges payable by the Customer for the supply of the Services by the Supplier, as set out in **Error! Reference source not found.** or as otherwise agreed pursuant to clause 8 .

Commencement Date: The date of this Agreement

Contract: these terms and conditions set out in clause **1** (Interpretation) to clause 18 (General) (inclusive) plus the Schedules.

Contract Manager: the employee responsible for the management of the Contract on behalf a party

control: has the meaning given in section 1124 of the Corporation Tax Act 2010, and the expression **change of control** shall be construed accordingly.

Customer Materials: all materials, equipment and tools, drawings, specifications and data supplied by the Customer to the Supplier.

Deliverables: all documents, products and materials developed by the Supplier or its agents, subcontractors and personnel as part of or in relation to the Services in any form, including without limitation computer programs, data, reports and specifications (including drafts), and the Key Deliverables (if any).

Group: in relation to a company, that company, any subsidiary or holding company from time to time of that company, and any subsidiary from time to time of a holding company of that company.

Initial Period: 2 years

Intellectual Property Rights: patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Mandatory Policies: the Customer's policies as may be notified to the Supplier from time to time

Services: the services, including without limitation any Deliverables, to be provided by the Supplier pursuant to the Contract, as described in **Schedule 1** and in accordance with the Supplier's Tender.

Supplier IPRs: all Intellectual Property Rights either subsisting in the Deliverables (excluding any Customer Materials incorporated in them) or otherwise necessary or desirable to enable a Customer to receive and use the Services.

Supplier's Tender: The document at Schedule 3 (including any clarifications annexed thereto)

Term: the Initial Period plus any extension made pursuant to clause 2.2

1.2 Interpretation:

- (a) A reference to legislation or a legislative provision:
 - (i) is a reference to it as amended, extended or re-enacted from time to time; and
 - (ii) shall include all subordinate legislation made from time to time under that legislation or legislative provision.

- (b) Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- (c) A reference to **writing** or **written** excludes fax and email.

1.3 In the event of conflict between the documents forming this contract, the documents shall have the following order of precedence:

- (a) These clauses forming the conditions of contract;
- (b) Schedule 1 Service Specification;
- (c) Schedule 2 Supplier's Tender.

2. Commencement and term

2.1 The Contract shall commence on the Commencement Date and shall continue, unless terminated earlier in accordance with its terms, until either party gives to the other not less than 1 months' written notice to terminate, expiring on or after the second anniversary of the Commencement Date.

2.2 The Customer may extend the Term for a further period of up to 24 months (consisting of two further periods of 12 months each), by giving written notice to such effect to the Supplier no later than 1 month prior to the expiry of the Initial Period or any extension period. The Contract shall then continue for such extended period on the same terms and conditions.

2.3 If the Customer does not wish to extend this Contract beyond the Initial Period or beyond any extension period, this Contract shall expire on the expiry of the Initial Period or end of agreed extension period (as the case may be).

3. Supply of services

3.1 The Supplier shall supply the Services to the Customer from the Commencement Date in accordance with the Contract.

3.2 In performing the Services, the Supplier shall meet, and time is of the essence as to, any performance dates specified in **Schedule 1**.

3.3 In supplying the Services, the Supplier shall:

- (a) perform the Services with the highest level of care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;

- (b) co-operate with the Customer in all matters relating to the Services, and comply with all instructions of the Customer;
- (c) appoint or, at the request of the Customer, replace without delay a manager, who shall have authority to contractually bind the Supplier on all matters relating to the Services;
- (d) only use personnel who are suitably skilled and experienced to perform the tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled;
- (e) ensure that it obtains, and maintains all consents, licences and permissions (statutory, regulatory, contractual or otherwise) it may require and which are necessary to enable it to comply with its obligations in the Contract;
- (f) ensure that the Services and Deliverables shall conform in all respects with the service description set out in **Schedule 1** and that the Deliverables shall be fit for any purpose that the Customer expressly or impliedly makes known to the Supplier;
- (g) provide all equipment, tools, vehicles and other items required to provide the Services;
- (h) ensure that the Deliverables, and all goods, materials, standards and techniques used in providing the Services are of the best quality and are free from defects in workmanship, installation and design;
- (i) comply with:
 - (i) all applicable laws, statutes, regulations and codes from time to time in force; and
 - (ii) the Mandatory Policies.
- (j) observe all health and safety rules and regulations and any other reasonable security requirements that apply at any of the Customer's premises from time to time and are notified to the Supplier;
- (k) hold all Customer Materials in safe custody at its own risk, maintain the Customer Materials in good condition until returned to the Customer, and not dispose of or use the Customer Materials other than in accordance with the Customer's written instructions or authorisation;
- (l) not do or omit to do anything which may cause the Customer to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business; and
- (m) notify the Customer in writing immediately upon the occurrence of a change of control of the Supplier.

- 3.4 Where, in the opinion of the Customer, the Supplier has failed to perform the whole or any part of the Services;
- (a) to the highest level of care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade; or
 - (b) in accordance with the Contract;
- the Customer may give the Supplier written notice, specifying the unsatisfactory performance and the Customer may;
- (c) request the Supplier to correct or re-execute the service to the satisfaction of the Customer; or
 - (d) withhold such amounts as it deems reasonably necessary as a remedy for ineffective service.
- 3.5 The supplier shall implement an adequate complaints procedure and implement it to the Customer's satisfaction. Where any complaints are received by the Supplier from any service user, the Supplier shall notify the Customer within 2 Business Days and promptly provide such further information to the Customer as is requested.
- 3.6 Where Disclosure and Barring Service checks are required as part of the Services, the Supplier shall ensure these are obtained prior to the Commencement Date. Such checks shall be obtained in respect of all employees, contractors and volunteers who will have direct personal contact with any service users.
- 3.7 Where appropriate the Supplier shall comply with any reasonable request of the Customer as to the employment in or withdrawal of employees from the service should any Disclosure and Barring Service check prove that the continuation of employment would mean that any service user may be put at risk.
- 3.8 Each party shall notify the other and provide contact details of the employee appointed as Contract Manager.

Customer's obligations

- 3.9 The Customer shall:
- (a) provide such access to the Customer's premises and data, and such office accommodation and other facilities as may reasonably be requested by the Supplier and agreed with the Customer in writing in advance, for the purposes of providing the Services; and
 - (b) provide such necessary information for the provision of the Services as the Supplier may reasonably request.

3.10 A failure by the Customer to comply with the terms of the Contract can only relieve the Supplier from complying with its obligations under the Contract with effect from the date on which the Supplier notifies the Customer in writing and in reasonable detail of the Customer's failure and its effect or anticipated effect on the Services.

4. Title to Deliverables and Customer Materials

4.1 Title to any Deliverables that are goods or in any physical media on which Deliverables are stored and title to any goods or materials transferred to the Customer as part of the Services shall pass to the Customer on the earlier of their delivery to the Customer or payment of the Charges for them. The Supplier transfers the Deliverables and all such goods and materials to the Customer free from all liens, charges and encumbrances.

4.2 All Customer Materials are the exclusive property of the Customer.

5. Data protection

The parties shall comply with their data protection obligations as set out in **0** (*Data protection*).

6. Intellectual property

6.1 The Supplier and its licensors shall retain ownership of all Supplier IPRs. The Customer and its licensors shall retain ownership of all Intellectual Property Rights in the Customer Materials.

6.2 The Supplier grants the Customer, or shall procure the direct grant to the Customer of, a fully paid-up, worldwide, non-exclusive, royalty-free, licence to copy and modify the Supplier IPRs for the purpose of receiving and using the Services during the term of the Contract and for the duration of any exit assistance services provided under **clause 14(b)**.

6.3 The Customer may sub-license the rights granted in **clause 6.2** to any the Customer's Group and its customers.

6.4 The Customer grants the Supplier a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and modify the Customer Materials for the term of the Contract for the purpose of providing the Services to the Customer in accordance with the Contract.

6.5 The Supplier shall indemnify the Customer against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties

and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by the Customer arising out of or in connection with any claim brought against the Customer for actual or alleged infringement of a third party's rights (including any Intellectual Property Rights) arising out of, or in connection with, the receipt, use or onward supply of the Services by the Customer and its licensees and sub-licensees. This clause 6.5 shall survive termination of the Contract.

7. Charges and payment

- 7.1 In consideration for the provision of the Services, the Customer shall pay the Supplier the Charges in accordance with this clause 7.
- 7.2 All amounts payable by the Customer exclude amounts in respect of value added tax (VAT) which the Customer shall additionally be liable to pay to the Supplier at the prevailing rate (if applicable), subject to receipt of a valid VAT invoice.
- 7.3 The Supplier shall submit invoices for the Charges plus VAT if applicable to the Customer at the intervals specified in **Error! Reference source not found.** Each invoice shall include all supporting information reasonably required by the Customer.
- 7.4 The Customer shall pay each invoice which is properly due and submitted to it by the Supplier, within 30 days of receipt, to a bank account nominated in writing by the Supplier.
- 7.5 If the Customer fails to make any payment due to the Supplier under the Contract by the due date for payment, then, without limiting the Supplier's remedies under clause 12 (Termination), the Customer shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause will accrue each day at 8% a year above the Bank of England's base rate from time to time.
- 7.6 The Customer may at any time, without notice to the Supplier, set off any liability of the Supplier to the Customer against any liability of the Customer to the Supplier, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under the Contract. If the liabilities to be set off are expressed in different currencies, the Customer may convert either liability at a market rate of exchange for the purpose of set-off. Any exercise by the Customer of its rights under this clause shall not limit or affect any other rights or remedies available to it under the Contract or otherwise.

8. Review of the Charges

- 8.1 To aid the Customer in its consideration of any increase in the Charges pursuant to clause 8.2 or otherwise, the Supplier shall upon demand provide the Customer with:
- (a) up to date open-book accounts; and
 - (b) such financial and other information that it may requests.
- 8.2 The Supplier may at the request of the Customer make reasonable and succinct, written, evidenced representations to the Customer in respect of cost elements relating to the Services which may have increased over such period as the Customer directs.
- 8.3 The Customer shall immediately, openly and transparently share the details of any cost savings or efficiencies, accrued or anticipated, resulting in reduced costs relating to or linked to the Services.
- 8.4 If the Customer is minded to agree an increase in the Charges, the terms of such increase shall be set out in writing and signed by both parties. Any such agreed increase shall not have retrospective effect.
- 8.5 For the avoidance of doubt, any increase in the Charges agreed pursuant this clause shall be in the absolute discretion the Customer.

9. Limitation of liability

- 9.1 References to liability in this clause 9 include every kind of liability arising under or in connection with this Contract including but not limited to liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.
- 9.2 Neither party may benefit from the limitations and exclusions set out in this clause in respect of any liability arising from its deliberate default.
- 9.3 Nothing in the Contract shall limit the Supplier's liability under clauses 6.5 and 15.5 of the Contract.
- 9.4 Nothing in the Contract limits any liability which cannot legally be limited, including liability for:
- (a) death or personal injury caused by negligence;
 - (b) fraud or fraudulent misrepresentation; and
 - (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

9.5 Subject to clause 9.2 (No limitation in respect of deliberate default), clause 9.3 (Liability under identified clauses) and clause 9.4 (Liabilities which cannot legally be limited), clause 9.5(b) identifies the kinds of loss that are not excluded. Other liabilities, not subject to the provisions of clauses 9.2, 9.3, 9.4 and 9.5 will be indemnified by the Supplier up to the value of £10,000,000. Subject to that, clause 9.5(a) excludes specified types of loss.

(a) Types of loss wholly excluded:

- (i) Loss of profits.
- (ii) Loss of sales or business.
- (iii) Loss of agreements or contracts.
- (iv) Loss of anticipated savings.
- (v) Loss of use or corruption of software, data or information.
- (vi) Loss of or damage to goodwill.
- (vii) Indirect or consequential loss.

(b) Types of loss and specific losses not excluded:

- (i) Wasted expenditure.
- (ii) Additional costs of procuring and implementing replacements for, or alternatives to, Services not provided in accordance with the Contract. These include but are not limited to consultancy costs, additional costs of management time and other personnel costs, and costs of equipment and materials.
- (iii) Losses incurred by the Customer arising out of or in connection with any third-party claim against the Customer which has been caused by the act or omission of the Supplier. For these purposes, third party claims shall include but not be limited to demands, fines, penalties, actions, investigations or proceedings, including but not limited to those made or commenced by subcontractors, the Supplier's personnel, regulators and customers of the Customer.
- (iv) Loss of savings.

10. Insurance

10.1 During the term of the Contract and for a period of 6 years thereafter, the Supplier shall maintain in force, with a reputable insurance company:

- (a) Public Liability Insurance - a minimum of £5million in respect of any one claim unlimited in any one year;

- (b) Employers Liability Insurance – a minimum of £5million in respect of any one claim unlimited in any one year;
- (c) Professional Indemnity – a minimum of £2million in respect of any one claim, covering all employees; and
- (d) Medical Malpractice Insurance (where medical procedures are provided as part of the Services) - £1million per occurrence

and shall produce to the Customer on request the insurance certificates giving details of cover and the receipts for the current year's premiums in respect of each insurance.

11. Business Continuity

- 11.1 The Supplier shall prepare a robust business continuity plan that ensures the continuation of the Services in the event of disruption or emergency, a copy of which shall be supplied to the Customer upon request.
- 11.2 The Supplier shall notify the Customer immediately upon an incident occurring which activates the Supplier's business continuity plan (such notification to be given prior to the issue of any notification to the press or other media).
- 11.3 Following any activation of the business continuity plan, the Supplier shall provide such information to the Customer as is requested, showing how the Supplier managed any such incident and any consequential amendments made to the Supplier's business continuity plan, processes or procedures.

12. Termination

- 12.1 This Contract may be terminated by either the Customer or Supplier giving to the other at any time at least 120 days' notice in writing.
- 12.2 Without affecting any other right or remedy available to it, the Customer may terminate the Contract with immediate effect by giving written notice to the Supplier if:
 - (a) there is a change of control of the Supplier; or
 - (b) the Supplier's financial position deteriorates to such an extent that in the Customer's opinion the Supplier's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or
 - (c) the Supplier commits a breach of clause 3.3(i).

- 12.3 Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if:
- (a) the other party commits a material breach of any term of the Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 7 days after being notified to do so;
 - (b) the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), applying to court for or obtaining a moratorium under Part A1 of the Insolvency Act 1986, being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction; or
 - (c) the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business.
- 12.4 The Customer may terminate this Contract and recover any loss resulting such termination if the Supplier, its employees or agents: -
- (a) Offers, gives or agrees to give an inducement or reward in respect of this Contract;
 - (b) Commits an offence under the Prevention of Corruption Act 1889 to 1916 or under Section 117(2) of the Local Government Act 1972; or
 - (c) Commits any fraud in connection with this or any other Contract.
- 12.5 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract shall remain in full force and effect.
- 12.6 Termination or expiry of the Contract shall not affect any of the rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.
- 13. British Association for Counselling and Psychotherapy (BACP) Investigation**
- 13.1 The Supplier agrees to provide regular updates of the British Association for Counselling and Psychotherapy (BACP) March 2024 investigation into alleged unethical behaviour or poor practices (“BACP Investigation”).

13.2 The Parties agree that the Customer has the right to immediately terminate the contract, at its sole discretion, should the BACP Investigation result in the Supplier having its membership of the BACP withdrawn.

14. Exit arrangements

On termination of the Contract for whatever reason:

- (a) the Supplier shall immediately deliver to the Customer all Deliverables whether or not then complete and return all Customer Materials. If the Supplier fails to do so, then the Customer may enter the Supplier's premises and take possession of them. Until they have been delivered or returned, the Supplier shall be solely responsible for their safe keeping and will not use them for any purpose not connected with the Contract; and
- (b) the Supplier shall, if so requested by the Customer, provide all assistance reasonably required by the Customer to facilitate the smooth transition of the Services to the Customer or any replacement supplier appointed by it.

15. Transfer of Undertakings (Protection of Employment)

15.1 The Customer considers that in the event of this contract being awarded other than to the present Supplier, then the terms of the EU Customer Directive on Acquired Rights (Number 2001/23/EC) and/or the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended) ("**TUPE**") may apply.

15.2 In the event that TUPE does apply, (upon which the Supplier and the replacement supplier must reach their own view) the Supplier and the replacement supplier shall take into account:

- (a) consultation with recognised trade unions or other appropriate workforce representatives;
- (b) maintaining existing rates of pay and conditions of employment of employees; and
- (c) the replacement supplier accepting liability in respect of claims for redundancy payments, unfair dismissal and all other claims related to previous employees.

15.3 The Supplier shall provide to the Customer such employment details of the workforce presently employed in connection with the Services as may be reasonably requested.

- 15.4 The Supplier shall permit the Customer to use the information provided pursuant to clause 15.3 for the purposes of TUPE and of re-tendering. The Supplier will co-operate with the re-tendering of the Service by allowing the new supplier organisation to communicate with and meet the affected employees and/or their representatives.
- 15.5 The Supplier shall indemnify the Customer against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by the Customer arising out of or in connection with;
- (a) the provision of information under this clause 15; and
 - (b) any employee or other employee or person claiming to be an employee on any date upon which this Agreement is terminated and/or transferred to any third party ("Relevant Transfer Date") arising out of their employment or its termination whether such claim or claims arise before or after the Relevant Transfer Date
- 15.6 In the event that the information provided by the Supplier in accordance with this clause is or becomes inaccurate, whether due to changes to the employment and personnel details of the affected employees made subsequent to the original provision of such information or by reason of the Supplier becoming aware that the information originally given was inaccurate, the Supplier shall notify the Customer of the inaccuracies and provide the amended information.
- 15.7 The provisions of this clause shall survive termination or expiry of the Contract.

16. Dispute Resolution

- 16.1 If there is a dispute between the parties concerning the interpretation or operation of this Contract then either party may notify the other that it wishes to dispute to be referred to a meeting of the Contract Manager for each party to resolve, negotiating on the basis of good faith.
- 16.2 If, 28 Days (or such longer period as both parties may agree) after the date of service of the notice referred to in clause 16.1 the dispute has not been resolved, then either party may notify the other that it wishes the dispute to be escalated to a meeting of an Assistant Director/Director of the Customer and an equivalent senior officer of the Supplier to resolve negotiating on the basis of good faith.
- 16.3 If, 28 Days (or such longer period as both parties may agree) after the date of service of the notice to escalate referred to in clause 16.2 the dispute has not been

resolved, then either party may notify the other that it wishes to attempt to settle the dispute by mediation.

16.4 If both parties to this agreement do not agree on the identity of the mediator, then either party may request CEDR to appoint one.

16.5 Both parties shall:

(a) Use its best endeavours to ensure that the mediation starts within 20 Business Days of service of the referral to mediation notice referred to in clause 16.3; and

(b) Pay the mediator's fee in equal shares.

16.6 Any agreement reached as a result of mediation shall be binding on both parties but if the dispute has not been settled by mediation within 20 Business Days of the mediation starting then either party may commence proceedings (but not before then).

17. Freedom of Information

17.1 The Supplier recognises that the Customer is subject to legal duties which may require the release of information under the Freedom of Information Act 2000 or the Environmental Information Regulations 2002 or any other applicable legislation or codes governing access to information ("**Access Duties**") and that the Customer may be under an obligation to provide information on request. Such information may include matters arising under this Contract and the Supplier will assist the Customer in complying with its obligations under its Access Duties.

17.2 Notwithstanding anything in the Contract to the contrary, including clause 18.4 below, in the event that the Customer receives a request for information under its Access Duties the Customer shall be entitled to disclose all such information and documentation (in whatever form) as it is obliged to disclose under its Access Duties. In respect of such disclosure the Customer shall advise the Supplier of the intention to disclose the information prior to such disclosure being made.

17.3 The Supplier may identify, by notice in writing, information which it considers to be commercially prejudicial or a trade secret and may also indicate if it believes that information should be accepted by the Customer in confidence. Such an expectation should only be asserted where the Supplier believes it would have grounds to sue for breaches of confidence were the information to be disclosed. Where the Supplier identifies sensitive information, the Customer will have due regard to its comments or objections.

17.4 Notwithstanding clause 17.3 the Customer shall be responsible for determining whether information is exempt from disclosure and for determining in its absolute discretion the information to be disclosed in response to a request for information.

18. General

18.1 **Force majeure.** Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control. If the period of delay or non-performance continues for eight weeks, the party not affected may terminate the Contract by giving two weeks written notice to the affected party.

18.2 **Warranty.** The Supplier warrants that all information, representations and matters of fact communicated to the Customer by the Supplier in connection with the Services including any information provided by the Supplier in response to the invitation to tender are true and accurate to the best of the Supplier's knowledge information and belief.

18.3 **Subcontracting.** The Supplier may not subcontract any or all of its rights or obligations under the Contract without the prior written consent of the Customer. If the Customer consents to any subcontracting by the Supplier, the Supplier shall remain responsible for all acts and omissions of its subcontractors as if they were its own. The Supplier shall not use or shall cease to use any particular subcontractor that the Customer directs.

18.4 Confidentiality.

- (a) Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by **clause 18.4(b)**.
- (b) Each party may disclose the other party's confidential information:
 - (i) to its employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this **clause 18.4**; and
 - (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

- (c) Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.
- 18.5 **Dealings.** Neither party shall assign, novate, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under this agreement without the prior written consent of the other party.
- 18.6 **Publicity.** The Supplier shall not without prior written consent of the Customer make any publication or notice in relation to this contract.
- 18.7 **Entire agreement.** The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 18.8 **Variation.** No variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 18.9 **Waiver.**
- (a) A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.
 - (b) A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.
- 18.10 **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause 18.10 shall not affect the validity and enforceability of the rest of the Contract.
- 18.11 **Notices.**
- (a) Any notice given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or

- (b) Any notice shall be deemed to have been received:
 - (i) if delivered by hand, at the time the notice is left at the proper address; or
 - (ii) if sent by pre-paid first-class post or other] next working day delivery service, at 9.00 am on the second Business Day after posting;
- (c) This clause 18.11 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.
- (d) A notice given under the Contract is not valid if sent by email.

18.12 Third party rights.

- (a) The Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
- (b) The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

18.13 The Council's Best Value Duty. Where the Council is a 'best value authority' as defined in section 1 of the Local Government Act 1999, the Parties agree and acknowledge that the Act applies to the Services provided under this Contract and the Service Provider shall, at no cost to the Council, provide all reasonably necessary assistance to allow the Council to comply with its Best Value duty under that Act.

18.14 Governing law. The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with, the law of England and Wales.

18.15 Jurisdiction. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

On behalf of the Supplier:

Name: Iain Eagling
Position: Sales Director
Signature: I Eagling

Name: Lisa Selby
Position: Assistant Director HR & OD
Signature: 

Schedule 1 Services

1. The Specification
2. The Mandatory Requirements

1. The Specification



CUSTOMER DIRECTORATE

PROJECT: EMPLOYEE HEALTH SERVICES

TENDER REFERENCE DN696753

LOT 1 - EMPLOYEE ASSISTANCE PROGRAMME & COUNSELLING SERVICES

INVITATION TO TENDER

DOCUMENT 3 – THE SPECIFICATION - STATEMENT OF REQUIREMENTS

Contents:

1. Introduction and Definitions
2. Objectives
3. Overarching principles
4. Employee Assistance Programme
5. Insurance
6. Location
7. Management Information
8. Service Governance
9. Customer Service
10. Service Standards
11. Key Performance Indicators
12. Contract fee / charges / invoicing
13. Implementation
14. Contract Team

ATTACHMENT 1 – MANDATORY REQUIREMENTS

1. Introduction and Definitions

1.1 This statement of requirements describes the service required by the Council / participating Schools in the delivery of Employee Assistance Programme and Counselling services.

1.2 Through contracting the services, the Council / participating Schools seek to:

- Establish a clear contract monitoring / governance programme to empower the Council / participating Schools to manage any problems, monitor the quality of the service and maintain control over costs;
- Manage demand better through the Service Provider's provision of advice on preventative solutions to address particular health and attendance issues and the preventative measures that could be taken to minimise the overall risk of sickness absence;
- Better understanding of the changes to national and regional health initiatives (such as Public Health reform and Government Health and Wellbeing Service) and how the Council / participating Schools can benefit.

1.3 For the purpose of this specification, key definitions are below:

Participating Council/Schools means the Council / participating Schools purchasing the services detailed within this specification.

Contract Manager means the Council lead officer for the purpose of this contract's management.

Employee Assistance Programme means the collection of services described under section 4 of this specification.

2. Objectives

2.1 The Service Provider shall:

- Deliver cost effective Wellbeing Services which maximise value for money for the Council and all participating Schools through the delivery of a timely, effective, modern and quality service;
- Continually improve services offering further cost savings and service improvements;

- Deliver a service that can accommodate the different organisational structures, operating styles, cultures and job roles present in Wigan Council and in our participating schools;
- Provide a service that supports the Council/Schools' aims and policy objectives of Health, Safety and Wellbeing;
- Maximise service effectiveness and accessibility to users from referral to consultations management information access and remote consultations.

3 Overarching principles

The Service Provider shall:

- Maximise the use of technology and online solutions.
- The portal (Wellbeing Hub and Helpline) shall be available to all employees listed in section 4. It will be web based and hosted by the Service Provider.
- Provide the most technologically efficient way of delivering all aspects of the service, including remote consultations, the use of mobile devices, text message reminders etc.
- Provide an up to date, accurate, comprehensive, secure, and confidential health record system.
- Ensure a robust business continuity plan is in place to ensure service access is maintained.

4. Employee Assistance Programme

4.1 The Service Provider shall provide telephone and face to face counselling and a Wellbeing Hub and Helpline to the following groups:

- All Wigan Council employees
 - All Agency Workers on assignment with Wigan Council
 - All employees in participating schools

And in addition, a Wellbeing Hub and Helpline should be provided to the following groups:

- Care Leavers
- Foster Carers
- Members
- Ex-employees within 3 months of their date of leaving employment with the council or participating school

4.2 Wellbeing Hub and Helpline

- Provide access to the service through a free-phone number with UK based call centres.
- Provide a service consisting of an independent and confidential counselling, support, advice, information and signposting service delivered by suitably qualified counsellors.
- Provide an online resource for employees offering comprehensive self-help materials and information.
- Provide a service equipped to provide advice and support on the following (this list is not exhaustive):
 - addiction/ dependency.
 - alcoholism.
 - anxiety / stress.
 - bereavement.
 - bullying/ harassment/ intimidation/ discrimination.
 - career/ job related stress.
 - care problems related to childcare/ eldercare/ disability care.
 - CBT.
 - debt advice.
 - depression.
 - domestic violence.
 - eating disorders.
 - family / relationship problems.
 - financial problems.
 - gambling.
 - gay/ lesbian/ gender issues.
 - health problems.
 - problems arising from an accident at work.
 - mental health related issues.
 - illness of a family member.
 - legal information.
 - matrimonial/ domestic settlement problems

- performance related problems.
 - redeployment/ relocation/ redundancy.
 - substance abuse.
 - advice and guidance for all parties listed above in section 4.1 during a formal internal investigation, both during and following the investigation.
 - post-traumatic stress.
- Accept both Management/Human Resources and employee self-referrals.
 - Provide support to users and managers in a number of different ways including but not limited to:
 - Signposting where to get advice/ information.
 - The direct provision of advice/ information.
 - The referral to specialised agencies where appropriate.
 - Identifying operational links with other community resources, within and beyond the Council or within the EAP itself.
- Ensure that counsellors taking calls at the Initial Contact Point have access to databases of credible recognised agencies, e.g. Citizens Advice Bureau.
 - Provide a suite of self-help resources, covering a range of wellbeing topics.
 - Provide regular, themed promotion and signposting materials for the service.
 - Provide communications for dissemination to the workforce, to embed the provision, aligned with our branding and internal communications processes.
 - Provide up to 6 counselling sessions in addition to the initial assessment, per issue, per year, that should be in line with clinical best practice for all quoted in the above lists, that are of a minimum of 30 minutes in duration.
 - Provide a confidential and discreet service.
 - Ensure continuity of the counsellor.
 - Provide a fully accessible service available to users with additional needs/disabilities.
 - Further sessions can only be agreed, if deemed clinically appropriate, by the counsellor and following permission from the relevant Council's contract manager.

4.3 Face to Face Counselling

The Service Provider shall:

- Provide a service consisting of an independent and confidential counselling, support, advice, information and signposting service delivered by suitably qualified personnel.
- Accept both Management / Human Resources and employee self-referrals.
- Offer a fast-track referral option where circumstances require offering a counselling session in advance of the standard appointment window.
- Offer access to appropriately qualified professionals for counselling, support, advice and information.
- Offer services which are widely available to users via face to face or video consultations, if the client prefers this option.
- Provide a website with information for users and potential users including promotional materials.
- Provide a fully accessible service available to users with additional needs/disabilities.
- Provide access to trauma therapy as requested by the HR and OD service, following completion of a Trauma Risk Management (TRiM) assessment.
- Provide a confidential and discreet service.
- Ensure continuity of the counsellor.
- Face-to-face sessions should be located within a reasonable travel distance from the employees location of work.
- The duration of the treatment sessions should be a minimum of 45 minutes in duration and in line with clinical best practice. They should limit a user to an initial assessment, followed by a maximum of 6 sessions, per issue, in a contract year.
- Further treatments can only be agreed if deemed clinically appropriate by the counsellor and following permission from the relevant Council's contract manager.

4.4 Availability of Services

- Wellbeing Hub and Helpline services provided shall be a 24 hour, 365 days a year service.
- Face to face counselling services shall be available 52 weeks of the year, over a five-day period, Monday to Friday, excluding Bank and Public Holidays. The service to be provided between the hours of 09:00 hours to 20:00 hours.
- The Service Provider must be prepared to occasionally deliver services outside normal hours as required. The above sets out the minimum availability requirements, but the Service Provider can propose improved, more flexible or extended cover arrangements (to include weekends where possible).

5. Insurance

- 5.1 The Service Provider must have appropriate Professional Indemnity/Medical Malpractice insurance cover to meet Council and participating School's requirements for the service to be provided, of at least £2 million.

6. Location

Face-to-face sessions should be located within a reasonable travel distance from the employees location of work.

7. Management Information

- 7.1 The Service Provider shall provide comprehensive management information on a quarterly and annual basis through the service's portal within the specification boundaries and at no additional cost. This shall contain management information across all purchased services and be available at Council / Directorate / Service / School levels. This should include:

- Usage information at a Directorate / Service/ School level (including financial spend);
- Complaints data;
- Service quality;
- KPI reporting;
- Trend information;
- Benchmarking (collaboration, sector and nationally);
- Narrative offering.

- 7.2 The management information should be presented in graphical and tabular form along with the base data.

- 7.3 Consultation on the format and inclusions shall be undertaken with the Council/Schools and any subsequent requirement included at no additional cost.

8. Service Governance

8.1 Legislation

The Service Provider shall be fully conversant with all current legislation pertinent to the services provided and will be required to set up and maintain an up to date register of relevant UK and EC legislation relating to the services provided and ensure that the Council/participating School is aware of its implications by providing written information as

and when legislative changes are made. It will bring to the attention of the Council / participating School any new or proposed legislation or guidance which may affect the Council/participating School.

8.2 Equipment

The Service Provider shall be responsible for the procurement and provision of the necessary ICT equipment, infrastructure, materials, consumables and documentation to deliver the service. The format of documentation provided by the Service Provider will be agreed with the Contract Manager.

8.3 Records

The Service Provider shall be responsible for establishing and maintaining an up to date, accurate, comprehensive, secure and confidential health record system for all staff referred by the Council and participating schools. The system will comply with relevant legislation, including the Medical Reports Act 1988, Access to Health Records Act 1990 and The Data Protection Act (2018). The Service Provider will need to provide an outline as to how and where the records will be maintained, secured and how information will be transferred to the Council/Schools/new provider as appropriate and where required as part of a TUPE transfer, individual requests etc.

The Service Provider will arrange for all counselling records from the current provider to be transferred to them securely, at no additional cost.

8.4 Access Rights and Data Protection

The Service Provider shall ensure all information about the health of employees or prospective employees will be handled by the Service Provider(s) in accordance with the Data Protection Act 2018, the Employment Practices Data Protection Code, Faculty of Occupational Medicine's Guidance and the participating Council/Schools' specific requirements as set out below:

- The Service Provider shall comply with all current legislation and best practice relating to data protection including the following:
 - Any factual, contemporaneous and legible medical records that are produced and maintained for those for whom a service is provided.
 - The safe and secure storage of medical records by the Service Provider on behalf of the Council / participating Schools. The storage method and arrangements can be audited at any time by the Contracting Body.
 - The protection of data from improper or accidental disclosure.

- Reports produced on an individual can be disclosed to that person on request in accordance with the Medical Reports Act 1988 and the Access to Health Records Act 1990.
- The Service Provider and the Service Provider's staff shall regard as confidential and not disclose to any person, any information acquired in connection with the provision of the service, in particular the identity of any person accessing the service, the health condition or treatment received. The Service Provider shall pay special attention to regulations applicable to Access to Information and be able to demonstrate awareness and procedures to conform with the Access to Health Records Act 1990, the Data Protection Act 2018 and Medical Records Act 1988.

8.5 Contract management

The Service Provider shall:

- Meet with the Council at least quarterly. The agenda for this meeting shall be set by the Council.
- Provide a named account manager, ensuring an alternative contact should they be unavailable.
- Provide a single contact (of an appropriate level of seniority) for contractual matters.

9. Customer Service

9.1 The Service Provider shall:

- Provide details of objectives, policies and procedures for ensuring effective customer care. This will include how they measure and report customer satisfaction (see KPIs at Section 11).
- Ensure complaints are handled in line with the service standards (see Section 10).
- Provide copies of complaints received to the employing Council within 24 hours of receipt and similarly provide copies of the response within the same timeframe.
- Have a nominated senior member of staff responsible for complaints handling.
- Provide bi-annual customer satisfaction data that reports on positive outcomes and feedback.

10. Service Standards

The Service Provider shall:

10.1 Appointments

- Ensure appointments take place within the timeframe specified in section 11.
 - The Service Provider will send an appointment confirmation to the employee via email/text at the same time.
- Allow un-billed cancellation of appointments, up to 2 working days before the appointment time.

Leniency in relation to SLA management will be observed by the Council/School in the following circumstances:

- During documented extraordinary short term peaks in demand that is outside of the Service Providers control. In such circumstances the Service Provider will work in partnership with the client Council to agree both short and longer term solutions.

10.2 Complaints

- Acknowledge the receipt of a complaint to the complainant within 24 hours of its receipt.
- Where data protection and confidentiality requirements allow, provide a copy of the complaint to the Council/School within 24 hours of its receipt. Provide a full response the complainant and the Council/School within 10 working days of the complaint's receipt.

10.3 Management Information

- Upload the required management information within 10 working days of the end of the reporting period.
- Provide the Contract Manager with management information by email.

10.4 Customer Service

- Respond to telephone messages within 1 working day.
- Respond to emails within 2 working days.
- Respond to written correspondence within 5 working days.

11. Key Performance Indicators

11.1 The Service Provider shall deliver the service to satisfy the following key performance indicators:

Employee Assistance Programme

Wellbeing Hub and Helpline

Key Performance Indicator	Monitoring Frequency	Required Performance
Customer Satisfaction with service	Monthly / Annually	90%
Initial telephone counselling assessment completed within 48 hours of contact being made	Monthly / Annually	95%
First telephone counselling session within 5 working days from the assessment	Monthly / Annually	95%

Face to Face Counselling Services

Key Performance Indicator	Monitoring Frequency	Required Performance
Customer Satisfaction with service (including treatment effectiveness)	Monthly / Annually	90%
Counselling assessment within 5 working days of referral	Monthly / Annually	95%
Initial counselling session within 10 working days, following assessment	Monthly/Annually	95%

11.2 KPIs are subject to annual review in order to determine their relevance and required performance targets. This may include the establishing of additional KPIs.

11.3 Underperformance shall be managed through the contract monitoring meetings.

12. Contract fee / Charges / Invoicing

12.1 Please refer to the pricing schedule.

12.2 Invoicing - The Service Provider shall;

- Supply data usage reports on a monthly basis giving the following details as a minimum, in a format agreed with the Council:
 - Name of referring Council/School and relevant DfE number
 - Name of directorate/service/school
 - Employee number
 - Name of referrer
 - Type of service provided
 - Unit price
 - Number of units provided
 - Level of service e.g. OHA or OHP or Specialist
 - Cost
 - Cost Centre Number
- Invoicing arrangements will be quarterly and processed by the Council.
- The Council will liaise with the Service Provider to determine any variation in the level of detail required on their invoices during contract implementation and throughout the contract.

13. Implementation

13.1 An implementation plan to be jointly drawn up and agreed by Service Provider within 30 calendar days of contract award although an indicative implementation plan is required as part of the tender bid and should include time allocated for User Acceptance Testing

13.2 It is important when responding that you only detail what your proposed system is currently capable of doing, and therefore what will be provided and possible from day one of the contract as you will be contractually bound to deliver these services from day one.

Any details regarding functionality, services, offerings etc. that will not be “live” on day one should be clearly identified along with proposed implementation times and will be taken into consideration and therefore will affect the scores allocated by the Evaluation Panel.

14. Contract Term

14.1 This Contract will commence on the 1st April 2024 and is intended to operate for to two years, with the option for us to extend at the end of year 2 for a 12 month period and the option for us to extend at the end of year 3 for a 12 month period.

2. Mandatory Requirements

Attachment 1_Lot 1 Service Specification_Mandatory Requirements

EMPLOYEE HEALTH SERVICES – LOT 1 EMPLOYEE ASSISTANCE PROGRAMME AND COUNSELLING SERVICES

MANDATORY REQUIREMENTS to be completed by the tenderer

- Tenderers must demonstrate that they can comply with all of the mandatory requirements listed below. If a tenderer cannot demonstrate that they can comply with all of the mandatory requirements, their tender will not be evaluated any further.
- If a tenderer fails to respond to any of the mandatory requirements listed below, their tender will not be evaluated any further.
- For each individual item the Tenderer is asked to respond, in no more than 300 WORDS, indicating how their service meets the requirement. For evaluation purposes the panel will only consider the first 300 words, with any additional word count being discarded.
- All items in this section are mandatory and are scored on a pass/fail basis.
- The table is laid out so that the tenderer can respond to each requirement alongside the question.
- The first column is a Reference number only.
- The second column specifies the Requirement.
- The third column, Compliance, should be used to indicate the Tenderer's ability to comply with the requirement using the letters Y/N which have the following meanings. The tenderer must respond with 'Y' or 'N' for each requirement.
 - o Y = Yes, the tenderer's solution meets this requirement.
 - o N = No, the tenderer's solution does not meet this requirement.
- The fourth column is the tenderer's response to the question. This should not be a Yes or a No. Each question requires a detailed response explaining how the tenderer's solution works in the specific aspect of the question, particularly highlighting any limitations and the strong points of the functionality. Please do not answer a question by referring to an answer already supplied to a prior question. Answer each question in full.

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
3	The portal (Wellbeing Hub and Helpline) shall be available to all employees listed in section 4. It will be web based and hosted by the Service Provider.		
3	An up to date, accurate, comprehensive, secure, and confidential health record system is provided.		
3	Provider has a robust business continuity plan in place to ensure service access is maintained.		
4.1	The Service Provider has the capacity and expertise to provide telephone and face to face counselling and a Wellbeing Hub and Helpline to eligible groups.		
4.2	The Helpline service can be accessed through a free-phone number with UK based call centres.		
4.2	Services are independent and confidential and delivered by suitably qualified counsellors. Continuity of counsellor can be maintained.		
4.2	The service includes an online resource (Wellbeing Hub) for employees providing comprehensive self-help materials and information that meets agreed quality standards.		
4.2	Services can accommodate both management and self-referral.		

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
4.2	Counsellors taking calls at the initial contact point have access to up-to-date databases of credible recognised support agencies.		
4.2	The Service Provider has the capacity and expertise to provide initial assessment & up to 6 counselling sessions per issue, per contract year, that should be in line with clinical best practice.		
4.2	Telephone counselling sessions are a minimum of 30 minutes in duration.		
4.2	Services are accessible to users with additional needs/disabilities.		
4.3	A fast-track referral option for face-to-face counselling is available.		
4.3	Access to trauma therapy is available as requested by the HR and OD service, following completion of a TRIM assessment.		
4.3	Face-to-face sessions should be located within a reasonable travel distance from the employees location of work.		
4.3	The Service Provider has the capacity and expertise to provide initial assessment & up to 6 counselling sessions per issue, per contract year, that should be in line with clinical		

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	best practice.		
4.3	Face to face counselling should be a minimum of 45 minutes in duration.		
4.4	Wellbeing Hub and Helpline is a 24 hour, 365 days a year service.		
4.4	Face to face counselling services are available 52 weeks of the year, over a five day period, Monday to Friday, excluding Bank and Public Holidays. The service is provided between the hours of 09:00 hours to 20:00 hours. Provider can deliver face to face services outside of normal hours if required.		
5.1	Professional Indemnity/Medical Malpractice insurance cover meets Council and participating School's requirements for the services that are in place.		
7.1-7.2	Comprehensive management information, agreed in consultation with the council/schools, is provided on a quarterly and annual basis through the service's portal. Management information is available across all purchased services and be available at Council / Directorate / Service / School levels. The management information should be presented in graphical and tabular form along with the base data.		

SCHEDULE 2 TENDER CLARIFICATIONS, SUPPLIER'S TENDER & RELEVANT CORRESPONDENCE

1. Tender Clarifications
2. Supplier's Tender Submission Ref R6612251 Dated 27th November 2023

1. Tender Clarifications

- Health Assured Clarification Questions 001.docx

Health Assured can confirm that we have no issues with the points set out, however we have provided clarification and detail to support your understanding of each item:

- **You confirmed that all counsellors are BACP accredited.**

Yes, we confirm that our counsellors are all required to be accredited with a governing body, ranging from BACP, BABCP, UKCP, IACP, COSCA, etc.

- **You confirmed that the mention of providing services for 199 staff within the bid is an error and you can accommodate the levels of staff and referrals stated within the tender document.**

Yes, our apologies for this error. We confirm that we can accommodate your headcount of 9248 employees, and any increases throughout contract duration.

To reflect our ability to support a high volume of clients Health Assured, our extensive portfolio comprises of just over 70,000 clients.

Portfolio Summary by Size:

- SMEs (Up to 500 employees): 45%
- Medium-Sized Enterprises (501 to 5,000 employees): 30%
- Large Corporations (5,001 to 100,000 employees): 25%

This segmentation enables us to leverage our agility, ensuring that each client, irrespective of size, receives bespoke services aligned with their distinct requirements.

Additionally, our commitment to working at 110% capacity at all times, and our approach of ongoing onboarding, ensures that high volumes of demand and referrals can be accommodated without disruption.

- **You confirmed that you are aware of the TUPE and are experienced in conducting a TUPE process if you were successful with the bid.**

Yes, we confirm that we are fully aware of the TUPE and possess experience in supporting the TUPE process. In the event of a successful bid, we are committed to providing all necessary information and a dedicated contact to support the TUPE process.

In accordance with standard procedures, it is our understanding that Wigan Council will lead the consultation process. We would like to also confirm that we have factored the TUPE into our pricing and delivery model, ensuring a seamless and compliant transition.

- **You confirmed that trauma therapy costs will be charged at £125 per session**

Yes – trauma therapy costs are part of our Enhanced Psychological Services and are charged at £125 per session. A summary of all our additional services costs below:

Service	Prices (exc VAT)
CISM (Critical Incident Stress Management)	£1000 Half day support £1500 Full day support
Wellbeing workshops and webinars	£890 Half day workshop £1350 Full day workshop £400 Webinar
Mental Health first aid course	£3000 8 - 16 delegates £1325 Refresher Course
Mental Health Champion course	£2000 8 -16 delegates
Suicide first aid course	£1850 (SFAUSI) £1350 Lite course
Enhanced Psychological Services (EPS)	£360 Pre Psychological Assessment (including report) £360 Post Treatment Psychological Assessment (including report) £125 per session
Structured Professional Support	£95 per session £645 Group structured professional support

- **You clarified that if employees choose to access face to face counselling that this will be readily available and this is your preferred option of delivery.**

Users can choose the mode of engagement that best suits their preferences. This includes options for video or in-person appointments, or telephone appointments. We confirm that when employees choose to access in-person counselling that this is readily available. During 2023, 96% of our clients were seen within five working days of their initial call. The first counselling session is arranged within two days from the initial call, and the first session offered within a further three working days, ensuring a prompt and effective commencement of support. We specialise in scheduling support as part of our everyday operations. On average, per day we match a minimum of 250 in person and video counselling sessions. An impressive 100% of urgent cases were offered their first session within 24 hours.

For in-person appointments, the location is ensured to be within a 30-minute or 10-mile travel time, providing accessibility and minimising travel-related challenges. Our commitment to inclusivity extends to meeting all necessary accessibility requirements or adjustments for individuals participating in counselling sessions. For video calling counsellors can offer Teams or Zoom.

In terms of our preferred option of delivery, our outcomes are showing that telephone counselling is the least successful compared with video and in person counselling. We are led by our users in terms of the mode of engagement, as for some people in-person counselling ensures a better therapeutic relationship and enables goals to be met quicker and more successfully. However, for others, in person counselling may contribute to further heightened anxiety with contributory factors being the journey, parking etc.

- **You confirmed that you can accommodate the estimated 850 face to face counselling sessions per year, within the KPIS, if required.**

With our commitment to working at 110% capacity across our counselling network, we are able to accommodate the estimated 850 face-to-face counselling sessions within the KPIS. All counsellors, clinical teams, and operational teams are trained to meet the specific needs and timings set out by clients and our own SLAs, which will ensure that Wigan Council's employees will be guaranteed an efficient transition into counselling, whilst knowing that a counsellor will always be available to provide in-person support.

- **You confirmed that the Wisdom app is developed and will be available for immediate use at the contract start date**

As a revamp from our previous wellbeing app, My Healthy Advantage, our Wisdom app and portal was developed and went live on the 8th of November 2023.

On contract commencement, our Client Services Team will provide your key management team with a welcome pack for the contract, including the unique code which your employees will be able to use to register an account on the Wisdom app and portal. Each employee will then be required to input the email address and password which they used to register an account on the app whenever they wish to log in.

- **You advised that the Wisdom real time reporting is in development and will be available approximately April 2024**

Wisdom real-time reporting is already accessible and will be available to Wigan Council from contract commencement. This is the back-office suite, whereby the authorised members of Wigan Council's management team will be able to access real-time reporting data, including number of users, number of registrations, login volumes, support requests, mood tracker usage and wellbeing category utilisation.

The real-time reporting currently in development is for our Management Information reports. By approximately April 2024, Health Assured will be introducing Power BI, which will provide a more dynamic and real-time reporting experience. This advancement represents a significant stride in accessibility and usability, providing Wigan Council with instantaneous insights into service utilisation, trends, and the impact of Health Assured on employee wellbeing. This evolution in reporting aims to elevate transparency, efficiency, and the overall experience for our valued partners.

Additionally, as per your request, we can tailor your MI by manually splitting the data by quarter.

- **You confirmed that the average timeframe to access counselling is three working days**

After being matched with a counsellor, the employee will be offered their first session within 3 working days.

For clarity, the timescales are as follows:

- 1) All helpline calls answered within 30 seconds.
- 2) All counselling cases to be matched to a counsellor within 2 working days.
- 3) First session of counselling offered within 3 working days of being matched to a counsellor.
- 4) The entire process, from calling the helpline to the first session of counselling, covers 5 working days.
- 5) All urgent cases will have their first counselling session within 24 hours of first contact.

• **Please can you confirm the unit price for the following headcount:**

- 7000 employees: £4.80
- 8000 employees: £4.75
- 8500 employees: £4.72

2. Suppliers tender submission

CUSTOMER DIRECTORATE

PROJECT: EMPLOYEE HEALTH SERVICES

TENDER REFERENCE DN696753

LOT 1 - Employee Assistance Programme & Counselling

INVITATION TO TENDER

DOCUMENT 2 – BIDDER RESPONSE DOCUMENT

TENDERER: HEALTH ASSURED LIMITED

30th October 2023

RESPONSE A - STAGE 1 CONTRACT SUITABILITY EVALUATION FORM

Standard Selection Questionnaire Template

Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.

The SQ template includes a self-declaration, made by you (the potential supplier), that none of the grounds for exclusion apply¹. If any of the grounds for exclusion do apply, there is an opportunity to explain any measures you have taken to demonstrate your reliability notwithstanding the existence of a ground for exclusion (we call this self-cleaning).

We require all the organisations that form part of your bidding group/consortium and each subcontractor that you are relying on to meet the selection criteria to provide a completed part 1 and part 2. This means that where you are joining a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Subcontractors that you rely on to meet the selection criteria, must also complete a self-declaration (although subcontractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

Supplier Selection Questions: Part 3

The procurement documents will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group/consortium or you intend to use subcontractors, you should complete all of the selection questions on behalf of the group/consortium and/or any subcontractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to exclude you from the procurement process, including where an award decision has already been notified, and award to another supplier.

Consequences of misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

¹For the list of exclusions please see

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

LOT 1 Employee Assistance Programme & Counselling

DN696753

OPEN TENDER

Council Notes for Completion

1. The council requires one copy of this supplier Questionnaire (SQ) only, if you are bidding for more than one lot, complete it in full for the first one and reference this on any other Document 2 you are completing.
2. Should you wish to give separate references for each lot you are applying for then complete [Section 6](#) of the SQ for each lot; this is not necessary, if in your opinion, the references you have provided in one document cover the scope of all the requirements.

General Notes for completion

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A.’ Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of subcontractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed part 1 and part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the
5. For part 1 and part 2 every member of your bidding group/consortium, and any subcontractor that is being relied on to meet the selection criteria, must complete and submit the self-declaration.
6. For the mandatory exclusion grounds only (Q2.1(a)), you must complete the declaration for all relevant persons and entities. There are two categories of persons and entities:
 - members of your administrative, management or supervisory board; secondly, entities and persons who have powers of representation, decision or control. You must decide, depending on the nature and structure of the entity or person who is

bidding, which entities and persons this applies to in your particular circumstances. Clearly, members of your administrative, management or supervisory board should be easily identifiable and will cover company directors (or equivalent for other types of corporate entities) and members of an executive board.

- the second category of those with powers of representation, decision or control, is likely to be more complicated. As an illustration, entities or persons with 25% or more shareholding (or equivalent for other types of corporate entities) are likely to have powers or representation, decision or control, although those with a lower shareholding may still have the relevant powers depending on their particular rights. Similarly, your ultimate parent company (or equivalent for other types of corporate entities) is likely to have powers of representation, decision or control. Depending on your particular structure, intermediate parent companies who do not have a direct shareholding, directors or members of an executive board of your immediate parent company (for example in the case of an SPV set up specifically to bid for a particular contract), and holders of mortgages or liens may be covered. It isn't necessary to identify which entities and persons you think are covered but you must be satisfied that your declaration is made in respect of all of those that are covered.
7. All subcontractors are required to complete their own part 1 and part 2².
 8. For answers to part 3 – If you are bidding on behalf of a group, for example, a consortium, or you intend to use subcontractors, you should complete all of the questions on behalf of the consortium and/ or any subcontractors, providing one composite response and declaration.
 9. The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

²See [PCR 2015 regulations 71 \(8\)-\(9\)](#)
(http://www.legislation.gov.uk/ukxi/2015/102/pdfs/ukxi_20150102_en.pdf)

Part 1: Your information and the bidding model.

You must answer all questions in parts 1 and 2. If you are the supplier, you must answer all questions in part 3 as well.

Bidders must ensure that every organisation on which they will rely to meet the selection criteria completes and submits their own answers and declaration for part 1 and 2.

Yes

No

N/A

Section 1	Your information	
Question number	Question	Response
1.1(a)	Name (if registered, please give the registered name)	Health Assured Limited
1.1(b) – (i)	Registered address (if applicable) or head office address	The Peninsula, Victoria Place, Manchester, M4 4FB
1.1(b) – (ii)	Registered website address (if applicable)	www.healthassured.org
1.1(c)	Trading status a) - public limited company b) - private limited company c) - limited liability partnership d) - other partnership e) - sole trader f) - third sector g) - other (please specify your trading status)	b) – private limited company
1.1(d)	Date of registration (if applicable) or date of formation.	16/07/2007
1.1(e)	Registration number (company, partnership, charity, etc if applicable).	06314620
1.1(f)	Registered VAT number.	927 5242 17
1.1(g) - (i)	Are you registered with the appropriate professional or trade register(s) specified for this procurement in the Member State where your organisation is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>

1.1(g) - (ii)	If you responded yes to 1.1(h) - (i), please provide the relevant details, including the name of the register and registration number(s), and if evidence of registration is available electronically, please provide - the website address, - issuing body - reference number.	We advise whilst this is not applicable, we are registered with the Employee Assistance Professionals Association (EAPA), membership number: REP0848. As well as the British Association for Counselling and Psychotherapy (BACP), membership number: 182836.
1.1(h) - (i)	For procurements for services only, is it a legal requirement in the country where you are established for you to: a) possess a particular authorisation, or b) be a member of a particular organisation, to provide the requirements specified in this procurement?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
1.1(h) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required, confirmation that you have complied with this and, if evidence of compliance is available electronically, please give the website address, issuing body and reference number.	Whilst there is no legal requirement, we hold a BACP and EAPA memberships / accreditations and we are one of the only EAP providers to be BACP accredited at organisational level as well as our counsellors being members / accredited.
1.1(i)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE). b) Sheltered Workshop. c) Public service mutual.	Not applicable.
1.1(j)	Are you a Small, Medium or Micro Enterprise (SME) ³ ?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
1.1 (k)	Details of Persons with Significant Control (PSC) ⁴ , where appropriate ⁵ :	Not applicable.

³See definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

⁴UK companies, Societates European (SEs) and limited liability partnerships (LLPs) are required to identify and record the people who own or control their company. Companies, SEs and LLPs are required to keep a PSC register, and must file the PSC information with the central public register at Companies House. See [PSC guidance](#). Overseas bidders are required to provide equivalent information.

⁵Only information that relates to the persons with powers of representation, decision or control within the meaning of regulation 57(2) can be considered in relation to the mandatory exclusion grounds and other details are requested for information only.

	<ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date he or she became a PSC in relation to the company; - Which conditions for being a PSC are met: <ul style="list-style-type: none"> - Over 25% up to (and including) 50% - More than 50% and less than 75% - 75% or more <p>(Please enter N/A if not applicable)</p>	
1.1(l)	<p>Details of your immediate parent company:</p> <ul style="list-style-type: none"> - Full name of immediate parent company, - Registered or head office address, - Registration number (if applicable), - VAT number (if applicable), <p>Please enter N/A if not applicable)</p>	<p>Peninsula Business Services Group, The Peninsula, Victoria Place, Manchester, M4 4FB Reg No: 01702759 VAT No: 927 5242 17</p>
1.1(m)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of ultimate parent company, - Registered or head office address, - Registration number (if applicable), - VAT number (if applicable), <p>(Please enter N/A if not applicable)</p>	<p>Rainy City Investments, The Peninsula, Victoria Place, Manchester, M4 4FB Reg No: 06473841 VAT No: 927 5242 17</p>
<p>Please note: A criminal record check for relevant convictions may be undertaken for the preferred supplier and all relevant persons and entities (as described above).</p>		

Please provide the following information about your approach to this procurement:

Section (cont.)	Bidding model	
Question number	Question	Response
1.2	<p>Please indicate if you are bidding as a single supplier or as part of a group or consortium?</p> <p><i>If you are bidding as a single supplier please go to Q 1.3.</i></p> <p>If you are bidding as part of a group or consortium (including where you intend to establish a legal entity to deliver the contract, or you are a subcontractor), please tell us:</p> <ul style="list-style-type: none"> a) The name of the group / consortium. b) The proposed structure of the group/consortium, including the legal structure where applicable. c) The name of the lead member in the group/consortium. d) Your role in the group/consortium (e.g. lead member, consortium member, subcontractor). e) If you are the lead member in the group/consortium, whether you are relying on other consortium members to meet the selection criteria (i.e. are you relying on other consortium members for economic and technical standing and/or technical and professional ability?) and, if so, which criteria you are relying on them for 	We are bidding as a single supplier.

1.3	<p>If you are proposing to use subcontractors please provide the details for each subcontractor⁶.</p> <ul style="list-style-type: none"> - Name - Registration number - Registered or head office address, - Trading status <ul style="list-style-type: none"> a. Public limited company b. Private limited company c. Limited liability partnership d. Other partnership e. Sole trader f. Third sector g. Other (please specify your trading status) - Registered VAT number - SME (Yes/No) - The role each subcontractor will take in providing the works and /or supplies e.g. key deliverables - if known - The approximate % of contractual obligations assigned to each subcontractor, if known - Is the subcontractor being relied upon to meet the selection criteria (i.e. are you relying on the subcontractor for economic and technical standing and/or technical and professional ability?) and, if so, which criteria are you relying on them for? 	
1.4	<p>Lots Where applicable, please tell us which lot(s) you wish to bid for?</p>	<p>Answer Lot 1 – EAP & Counselling Services Yes <input checked="" type="checkbox"/> X No <input type="checkbox"/></p> <p>Lot 2 – Occupational Health Services</p>

⁶This applies to all supply chain members and/or subcontractors, where their identity is known at this stage, irrespective of whether you are relying on them to meet the selection criteria. Where a supply chain member and/or subcontractor has been identified in response to this question, any resulting subcontract entered into with that subcontractor for that part of the works, services or supplies identified in response to that question will not be subject to the requirement for contracts to advertise the subcontracting opportunity, as set out in PPN 01/18.

		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Lot – Physiotherapy Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
--	--	---

Part 2: Exclusion Grounds

Please answer the following questions in full. **Note that every organisation that forms part of your bidding group/consortium, as well as every organisation that is being relied on (including subcontractors being relied on) to meet the selection criteria must complete and submit responses to part 1 and the declarations in part 2.**

Section 2		Grounds for mandatory exclusion
Question number	Question	Declaration
2.1 (a)	Within the past five years, anywhere in the world, have you or any person who: <ul style="list-style-type: none"> • is a member of the supplier’s administrative, management or supervisory body or • has powers of representation, decision or control in the supplier⁷, been convicted of any of the offences within the summary below and listed in full on the webpage ?	
	Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Corruption.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Terrorist offences or offences linked to terrorist activities.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Money laundering or terrorist financing.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

⁷see Notes for Completion

	Child labour and other forms of trafficking in human beings.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction <u>outside</u> England, Wales or Northern Ireland.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Any other offence within the meaning of Article 57(1) of the Directive created after 26th February 2015 in England, Wales or Northern Ireland.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
2.1(b)	<p>If you have answered yes to any part of question 2.1(a), please provide further details, including:</p> <ul style="list-style-type: none"> • date of conviction and the jurisdiction, • which of the grounds listed the conviction was for, • the reasons for conviction, • the identity of who has been convicted. <p>If the relevant documentation is available electronically please provide:</p> <ul style="list-style-type: none"> • the web address, • issuing authority, • precise reference of the documents. 	
2.1(c)	If you have answered yes to any part of the question above please explain what measures have been taken to demonstrate your reliability despite the existence of relevant grounds for exclusion. (Self cleaning).	
Section 3	Mandatory and discretionary grounds relating to the payment of taxes and social security contributions	
3.1	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p>	

Question number	Question	Declaration
3.2(a)	<p>Please confirm that you have met all your obligations relating to the payment of taxes and social security contributions, both in the country in which you are established and in the UK.</p> <p>If documentation is available electronically please provide:</p> <ul style="list-style-type: none"> ● the web address, ● issuing authority, ● precise reference of the documents 	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
3.2(b)	<p>If you have answered no to 3.2(a) please provide further details including the following:</p> <ul style="list-style-type: none"> ● Country concerned, ● what is the amount concerned ● how the breach was established, i.e. through a judicial or administrative decision or by other means. ● if the breach has been established through a judicial or administrative decision please provide the date of the decision, ● if the breach has been established by other means please specify the means. 	
3.3	<p>Please also confirm whether you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including, where applicable, any accrued interest and/or fines.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/></p>
<p>Please Note: We reserve our right to use our discretion to exclude your bid where we can demonstrate by any appropriate means that you are in breach of your obligations relating to the payment of taxes or social security contributions</p>		

Section 4	Grounds for Discretionary Exclusion
<p>The detailed grounds for discretionary exclusion of an organisation are set out on this webpage,⁸ and should be referred to before completing these questions.</p>	

⁸[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List of Mandatory and Discretionary Exclusions.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)

Question number	Question	Declaration
4.1	Within the past three years, anywhere in the world, have any of the situations summarised below and listed in full on the webpage applied to you?	
4.1(a)	Breach of environmental obligations? To note that environmental law obligations include Health and Safety obligations. See webpage .	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(b)	Breach of social law obligations?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(d)	Bankruptcy or subject of insolvency?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(f)	Distortion of competition?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(g)	Conflict of interest?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(i)	Prior performance issues?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(j)	Do any of the following statements apply to you?	
4.1(j) - (i)	You have been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(j) - (ii)	You have withheld such information.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(j) -(iii)	You are not able, without delay, to submit documents if/when required.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.1(j)-(iv)		Yes <input type="checkbox"/>

	<p>You have undertaken to unduly influence the decision-making process of the contracting authority to obtain confidential information that may confer upon you undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.</p>	<p>No <input checked="" type="checkbox"/></p>
<p>4.2</p>	<p>You are a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015 if you carry on your business, or part of your business in the UK, supplying goods or services and you have an annual turnover of at least £36 million. If you are a relevant commercial organisation please -</p> <ul style="list-style-type: none"> ● confirm that you have published a statement as required by Section 54 of the Modern Slavery Act. ● confirm that the statement complies with the requirements of Section 54 and any guidance issued under Section 54. 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>4.3</p>	<p>If your latest published statement is available electronically please provide:</p> <ul style="list-style-type: none"> ● the web address, ● precise reference of the documents. 	
<p>Response: Please note that while Health Assured is not a relevant commercial organisation as defined by section 54 of the Modern Slavery Act 2015 and thus are not required to meet the annual reporting requirements for a relevant commercial organisation as defined by the Act, we have signed a Modern Slavery Compliance policy under our parent company. This can be found at: https://www.peninsulagrouplimited.com/csr-policy/slavery-human-trafficking-statement/</p>		
<p>4.4</p>	<p>If you have answered YES to any of the questions in 4.1, or NO to question 4.2, please explain what measures have been taken to demonstrate your reliability despite the existence of a relevant ground for exclusion. (Self cleaning)</p>	
<p>Response: Please note that while Health Assured is not a relevant commercial organisation as defined by section 54 of the Modern Slavery Act 2015 and thus are not required to meet the annual reporting requirements for a relevant commercial organisation as defined by the Act, we have signed a Modern Slavery Compliance policy under our parent company. This can be found at: https://www.peninsulagrouplimited.com/csr-policy/slavery-human-trafficking-statement/</p>		
<p>Part 3: Selection Questions</p>		

Section 5		Economic and Financial Standing
Question number	Question	Response
5.1	<p>If documentary evidence of economic and financial standing is available electronically (e.g. financial statements filed with Companies House), please provide:</p> <ul style="list-style-type: none"> • the web address • issuing authority • precise reference of the documents 	<p>https://find-and-update.company-information.service.gov.uk/company/06314620/filing-history</p> <p>GOV.UK</p> <p>'HEALTH ASSURED LTD</p> <p>Filing History'</p>
5.2	<p>If documentary evidence of economic and financial standing is not available electronically, please provide a copy of your detailed accounts for the last two years (audited if required by law).</p> <p>Also, for any other person or entity on whom you are relying on to meet the selection criteria relating to economic and financial standing, please provide a copy of their detailed accounts for the last two years (audited if required by law).</p>	
5.3	<p>If you are not able to provide a response to questions 5.1 or 5.2, please provide any of the following alternatives.</p>	
5.3(a)	<p>A statement of your annual turnover, Profit and Loss Account/Income statement, Balance Sheet/statement of Financial Position and Statement of Cash Flow for the most recent year(s) of trading and a bank letter outlining the current cash and credit facility position.</p>	
5.3(b)	<p>Alternative information to evidence economic and financial standing (e.g. forecast financial statements and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</p>	

5.4	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
-----	--	--

Section 6	Technical and Professional Ability
------------------	---

Question number	Question
------------------------	-----------------

	Relevant experience and contract examples
6.1	<p>Please provide details of up to three contracts, to meet the technical and professional ability criteria set out in the procurement documents in any combination from either the public or private sectors; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Where this procurement is for supplies or services, the examples must be from the past three years. Where this procurement is for works, the examples may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>For consortium bids, or where you have indicated that you are relying on a subcontractor in order to meet the technical and professional ability, you should provide relevant examples of where the consortium/subcontractors have delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or members of the Special Purpose Vehicle or subcontractors (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract.</p> <p>For each contract please provide the following information</p> <p>If you cannot provide examples see question 6.2</p>

	Contract 1	Contract 2	Contract 3
Name of customer organisation who signed the contract	Westminster City Council	Manchester City Council	Hampshire County Council

Name of supplier who signed the contract	Health Assured Limited	Health Assured Limited	Health Assured Limited
Point of contact in the customer's organisation	[REDACTED]	[REDACTED]	[REDACTED]
Position in the customer's organisation	Wellbeing and Reward Specialist	HR Casework Team Manager	Senior Wellbeing Advisor
E-mail address	[REDACTED]	[REDACTED]	[REDACTED]
Description of contract.	<p>Service Delivery Employees at Westminster City Council have been provided with our all-inclusive Complete 6 Employee Programme since 2019, including, but not limited to:</p> <ul style="list-style-type: none"> Relationship management support and usage reporting. Managerial support helpline. Online Wisdom app and portal. Medical, legal, and financial information lines. Free 24/7/365 counselling, legal, and information line. 	<p>Service Delivery Employees at Manchester City Council have been provided with our all-inclusive Complete 6 Employee Programme since 2017, including, but not limited to:</p> <ul style="list-style-type: none"> Relationship management support and usage reporting. Managerial support helpline. Online Wisdom app and portal. Medical, legal, and financial information lines. Free 24/7/365 counselling, legal, and information line. Critical incident advice and telephone issue, per year. Structured professional support. <p>As part of our high-quality service, MCC's dedicated</p>	<p>SERVICE AIMS: Provide EAP services to Hampshire County Council who have over 41,000 employees. The contract covers over 430 schools and academies, as well as the local fire and rescue and police services.</p> <p>Each organisation under the framework have access to a variety of different employee support services, ranging from in-house counselling to telephone support. This presents a number of challenges for Health Assured in ensuring our new services are implemented and promoted consistently across all of the client's organisations, directorates and departments.</p> <p>Service Delivery: We adopt a proactive and collaborative approach during the mobilisation period in order to mitigate these challenges. This includes gathering as much information as possible</p>

	<ul style="list-style-type: none"> • Critical incident advice and telephone support. • Up to 6 sessions of face to face, telephone, and online counselling sessions per employee, per issue, per year. 	<p>Relationship Director, Joanne Lister, provides the council with quarterly Management information reports, showing the impact of the services, including the relevant GAD-7 and PHQ-9 scores.</p>	<p>during the initial contract meeting, such as:</p> <ul style="list-style-type: none"> • Requesting a full list of the schools and academies covered under the contract to mitigate potential risk around service access. Details of the Council’s full organisational structure. • Confirmation of the key internal stakeholders. • Understanding the Council’s internal and external support currently available to employees. • Reviewing organisational requirements for: <ul style="list-style-type: none"> ○ Additional sessions. ○ CISM pathways and supporting in-house TRiM teams, tailored for both Fire & Rescue and Police Services. ○ Key referral contacts. ○ Ad hoc services required. <p>We recorded this information in our CRM system and communicated the Council’s requirements to our operational teams.</p> <p>We maintain regular communication between our clinical and nonclinical</p>
--	--	---	---

			teams to ensure the relevant departments are aware of any organisational changes and are trained and ready for service delivery ahead of the schedule
Contract Start date.	01/02/2019	23/05/2017	01/05/2015
Contract completion date.	31/01/2024	31/07/2024	30/04/2024
Estimated contract value	£17,163.00 per annum	£64,307.50 per annum	£13,684.68 per annum

6.2 If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this and how you meet the selection criteria relating to technical and professional ability e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.

Response: na

6.3 Where you intend to subcontract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your subcontractor(s).

The description should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment and whether you are a signatory of the UK Prompt Payment Code (or have given commitments under other equivalent schemes).

Response:na

Section 7 Additional Questions including Project Specific Questions

Question number	Question	Response
7.1	<p>Insurance Please confirm whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5m</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	<p>Public Liability Insurance = £5m</p> <p>Professional Indemnity Insurance = £2m</p> <p>Medical Malpractice Insurance (minimum £2 million) - if applicable</p> <p>*There is a legal requirement for certain employers to hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information:</p> <p>http://www.hse.gov.uk/pubns/hse39.pdf</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
7.2	Data protection – (Contracting Authorities: please refer to supplier selection guidance before using these questions)	
7.2(a).	<p>Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects.</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
7.2(b).	<p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:</p> <ul style="list-style-type: none"> ● to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; ● to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; ● to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable; ● to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); ● to maintain records of personal data processing activities; and ● to regularly test, assess and evaluate the effectiveness of the above measures. 	
Response:		

We take our responsibility to protect, handle and correctly process data very seriously. As such, we have ensured our data protection and management policies, and working practices, are fully compliant with UK GDPR.

Systems and Processes: Due to the nature of our services, Health Assured recognise the importance of a robust information security system and processes. We adhere to strict data protection standards in line with the General Data Protection Regulation, ICO guidance, and BACP ethical guidelines in relation to confidentiality.

Ongoing Confidentiality, Integrity, Availability and Resilience of Processing Systems and Services

We are aware of the ongoing and increasing requirement to ensure the data of our client's is protected against accidental loss or disclosure, destruction, and abuse. In consideration of this, we have implemented stringent processes to guard against such instances and we ensure that our policies and processes meet all of the necessary quality and information security standards. As well as being registered with the Information Commissioners Office in relation to data protection we are accredited to ISO27001, which is the global standard for information security and going beyond the market standard, we are accredited with Cyber Essentials Plus, as issued by the National Cyber Security centre (part of GCHQ) which demonstrates that cyber security and data protection are a top priority throughout our organisation.

As part of our commitment to protecting client data, we have also implemented sophisticated data loss prevention (DLP) technology that can identify sensitive personal data and block it from leaving our business systems unless duly authorised. The DLP software is able to identify, prompt and block sensitive data from leaving the business adding an additional layer of protection. As further evidence of our continual drive to demonstrate that Health Assured take Information and Cyber Security seriously, we have implemented Salesforce Shield, a trio of security tools that builds a new level of trust, transparency, compliance, and governance right into our main CRM system. It includes Platform Encryption, Event Monitoring, and Field Audit Trail.

All of our counsellors follow the BACP guidelines around client privacy and confidentiality in order to prevent unauthorised disclosure. Confidentiality is explained to all counselling clients and client consent is obtained wherever necessary.

Compliance with Rights of Data Subjects

Privacy Information: All Health Assured counsellors follow BACP guidelines around clients' privacy and confidentiality to prevent an unauthorised disclosure. Any disclosures are undertaken to protect the client and only when clinically necessary.

We capture personal details to support at risk situations, including name, address, contact number, and GP details.

Access: The quality and compliance team manage the subject access request procedure. As data controller for the data supplied to us, the data subject would request their notes directly from Health Assured. A request can be made on behalf of a data subject by a third party; the third party must include a written authority from the data subject confirming their consent for us to release the data.

Rectification: To correct or remove personal data reported as inaccurate, we have a policy and procedure in place to enable a client's right to rectification. We comply with all data privacy

rights, including the right to rectify personal data we may hold which is identified as incorrect or misleading.

Deletion: We never retain personal data for longer than necessary, following best practice for the secure destruction of data and equipment. Only ISO27001 certified third parties are used for this purpose.

Portability: Another data privacy right that we comply with includes the right to data portability, where technology allows us to send personal data onto a new controller.

Consent

Upon engagement with the service, the individual is informed of what data we collect and how it is processed. Consent is provided on an 'opt-in' basis and can be withdrawn at any time. Data Subjects are referred to our Privacy Notices for detailed information on how their data is processed.

Ensuring Consent is Recorded and Auditable

Consent is recorded by the counsellor as they input all necessary information into the database, Salesforce. Salesforce complete multiple external audits annually, including records of consent.

Legal Safeguards

Data will not be transferred to a country or territory outside the European Economic Area unless the country or territory ensures an adequate level of data protection.

Any authority data stored or processed as part of the service would be hosted and remain within the UK.

Maintaining Records

Health Assured utilises the service of Salesforce CRM for data storage. Contractual requirements with Salesforce mandate that all data is stored in Tier 4 datacentres with appropriate controls and monitoring for Tier 4. Their services can deliver solutions compliant with HIPAA, PCI DSS and FISMA.

Testing, Assessing and Evaluating Effectiveness

We conduct vulnerability scans that are automated to run weekly, annual penetration testing, and use a test system via Salesforce, allowing us to test new systems without impacting live data.

Anti-virus products are installed and updated, and maintenance is managed by our InfoSec department.

Contact details and declaration.

I declare that to the best of my knowledge the answers submitted and information contained in this complete document are correct and accurate, including parts 1, 2 and part 3.

I declare that, upon request and without delay I will provide the certificates and/or documentary evidence referred to in this document except where this documentation can be accessed by the contracting authority via a national database free of charge or the contracting authority already possesses the documentation.

I understand that the information will be used in the selection process to assess my suitability to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Signature (electronic is acceptable) *I Eagling*

Date 23/11/2023

Contact details of those making the declaration

	Response
Contact name	Iain Eagling
Name of organisation	Health Assured Limited
Role in organisation	Sales Director
Phone number	0800 470 0568
E-mail address	Iain.Eagling@healthassured.co.uk
Postal address	The Peninsula, Victoria Place, Manchester, M4 4FB

RESPONSE B STAGE 2 SPECIFICATION QUESTIONNAIRE - QUALITY EVALUATION FORM – to be completed by the tenderer.

Please write your responses in the boxes below each question.

Please keep your responses concise and relevant to the question and do not provide generic responses.

If you wish to add any complementary information such as supporting diagrams, case studies etc. to a response, please ensure that the document and where the relevant information is located is clearly referenced in the response box. This will aid evaluation. Please note complementary information must support your answer and not replace your answer. Any complementary information **will not** count towards any stated word counts.

Where a word count is provided with each question, please do not exceed the word count. If a response exceeds the word count, Wigan Council reserves the right to evaluate the response up to the maximum word count but no further. Where a word count is not provided with the question, there are no restrictions.

Please provide all the information requested in the following award questions, ensuring that responses have the correct references.

1	<p>Experience (10 marks)</p> <p>Further to your response to Q 6.1 of the Supplier Questionnaire provide the following additional details for the Reference Sites quoted:</p> <p>For each case:</p> <p>provide a brief description of the services delivered, value added achieved including evidence as to your capability in this market. It should also include: how it was delivered and where applicable the challenges that had to be overcome and how this was managed, how you managed the availability of the skills and technical expertise to successfully undertake the works in relation to:</p> <ul style="list-style-type: none"> • Mobilisation / Implementation. • Project Management • Training • Account Management
<p>1) Westminster City Council</p> <p>Services Delivered: Since 2019, Health Assured has been working shoulder to shoulder with Westminster City Council in their objective of improving the culture of well-being across the workforce. Employees have been provided with our all-inclusive Complete 6 EAP, including the free 24/7/365 helpline for counselling, legal and information support, up to 6 sessions of face-to-face, telephone or virtual counselling per employee per issue, per year, and the online app and portal, Wisdom, for an abundance of resources at the hands of the employees.</p> <p>Value Added Services: The following additional services provide added value to the employee experience, at an ad-hoc rate:</p> <p>CISM: Half day onsite group CISM sessions and our critical incident advice and telephone support. For onsite sessions, the CISM is delivered by a specially trained team, conducted within 24-72 hours after a critical incident. The objectives that we aim to reach in these sessions are 1) mitigating the impact of a traumatic incident, 2) aid in the psychological recovery of otherwise healthy people distressed by a traumatic incident, and 3) identify those who may benefit from additional support services, or a referral for specialised counselling.</p>	

Group SPS: The Structured Professional Support programme from Health Assured is an intervention designed to provide emotional support to employees. Delivered over the telephone, face to face or via online video, it helps people to identify areas of their work life which could lead to wellbeing issues, and proactively support them in maintaining a healthy, happy life—at work and home.

The SPS programme for Westminster City Council is available for groups of employees and colleagues, to discuss challenges collectively, and share best practice on how to handle difficult situations. We recommend group sizes of up to 12 employees, and these will last up to 2 hours.

Challenges: Throughout this contract, we haven't faced any obstacles that have impacted the delivery of the EAP.

We have maintained a strong working relationship with Westminster City Council, collaboratively forming a shared vision and continuously implementing innovative measures to increase visibility and utilisation.

Availability of skills and technical expertise:

Mobilisation / Implementation: following contract commencement, we steered and refined our strategy in alignment with Westminster City Council's definition of success, collaborating with all key stakeholders to better understand their distinct needs and expectations of the delivery of the EAP, and the impact of their workplace culture. Their Account Manager, Ranjeet Uppal, in collaboration with our Head of Client Success, Sarah Brimacombe, conducted bi-weekly conference calls from the go-live date (31/01/2019), to familiarise themselves with the business, and subsequently prepared our internal resources to strengthen the operations behind the contract.

Project Management/Account Management: Ranjeet, as Account Manager for Westminster Council, manages and oversees the seamless delivery of this contract. Having established the invaluable information gathered at implementation, Ranjeet successfully meets the requirements set out from the council, service as the primary contact for daily inquiries, leading quarterly review meetings for service performance updates, and taking charge of the continuous promotion of the EAP to reach as many eyes as possible.

Training: Prior to contract commencement and throughout the implementation phase, the relevant and qualified professionals underwent refresher training to meet the

specific needs of the council, including SPS and CISM specialists. This also applied to our in-house telephone counsellors and affiliates, who were introduced to the organisation's requirements in preparation for the tailored delivery.

Project Management/Account Management: Ranjeet, as Account Manager for Westminster Council, manages and oversees the seamless delivery of this contract. Having established the invaluable information gathered at implementation, Ranjeet successfully meets the requirements set out from the council, service as the primary contact for daily inquiries, leading quarterly review meetings for service performance updates, and taking charge of the continuous promotion of the EAP to reach as many eyes as possible.

Training: Prior to contract commencement and throughout the implementation phase, the relevant and qualified professionals underwent refresher training to meet the specific needs of the council, including SPS and CISM specialists. This also applied to our in-house telephone counsellors and affiliates, who were introduced to the organisation's requirements in preparation for the tailored delivery.

2) Manchester City Council

Services Delivered: Since 2017, Health Assured have been delivering our EAP services to Manchester City Council. This includes our 24/7/365 helpline, access to 6 sessions of structured counselling, promotional materials, and our Wisdom wellbeing app and portal.

Being based in Manchester, Health Assured's presence has greatly benefited this contract, as we have been able to demonstrate an intimate understanding of the community.

We currently work with 800 organisations in Greater Manchester, such as Manchester City Council, Manchester Royal Infirmary Hospital, Wythenshawe Hospital, Trafford Council, and Greater Manchester Fire and Rescue Service. Our experience isn't just limited to individual councils; we've successfully supported over 150 extends to working with over 200 local authorities and local councils.

This background ensures we understand the specific challenges and dynamics of Manchester and its councils. This local insight means we will offer tailored solutions to Manchester's services. With Wigan being located within Greater Manchester, the same contribution of knowledge will apply.

Value Added Services: As per Manchester City Council's requests, we have also provided the following additional services to further the support for their employees:

SPS – Health Assured's Structured Professional Support (SPS) programme provides Manchester City Council's employees with proactive intervention, that provides emotional support to employees, or groups of employees, who may experience challenging or difficult situations in the workplace. The SPS service will provide a fundamental resource for individuals to recognise and manage the professional impact of the working environment on their own wellbeing and reach a resolution in complex situations.

The programme was delivered as per Manchester City Council's requirements and is designed to be proactive in helping ensure employees have appropriate support to maintain an overall sense of wellbeing while doing their job. Delivered by one of our qualified clinicians, SPS assists their employees before they find themselves unable to cope or struggling to maintain a reasonable work/life balance that benefits their emotional and physical wellbeing.

CISM – Manchester City Council access our 24/7/365 critical incident support, whereby in the event of a major incident, employees can access telephone support for immediate advice. Onsite group counselling is also available to them.

Our counsellors provide psychoeducation regarding the psychological and physical responses to trauma and will normalise the individual's response, reiterating the importance of self-care, particularly during the initial aftermath of a traumatic incident.

Challenges: We have not encountered any challenges during this contact, maintaining a good working relationship with the council. We work closely to understand the requirements and have continuously provided tailored and appropriate promotion of the service.

Our approach of ensuring transparency and proactivity has strengthened their trust in Health Assured, as we consistently provide service updates and identify new innovative opportunities to share across the organisation.

Availability of skills and technical expertise:

Mobilisation / Implementation: Upon contract award, we guided and shaped our approach throughout the contract in line with what success looks like to Manchester City Council. Their Account Manager, Joanne Lister, held fortnightly conference calls from contract award to go-live (30 days) with the identified key stakeholders to ensure that we could further establish their unique needs and requirements.

Head of Client Success, Sarah Brimacombe, also supported Joanne by overseeing the smooth running of the implementation process.

Project Management and Account Management: Joanne Lister is the Account Manager for Manchester City Council, bringing an impressive track record of nearly ten years in account management, where she successfully managed a portfolio of large clients spanning diverse sectors.

Joanne manages this contract, as she supported with implementation and launch of the services, takes responsibility for ongoing promotion and service updates, and is their key contact for day-to-day queries. Joanne will hold quarterly review meetings with Manchester City Council.

Training:

During implementation, staff underwent internal training to ensure that we could meet the specific needs of the council, including SPS support and CISM support.

For Critical Incident Stress Management, our CISM responders and in-house Case Managers attend Group Crisis Intervention training accredited by the International Critical Incident Stress Foundation.

Our in-house teams attend training delivered by KTRS international to enable them to become trauma coaches on the helpline, which allows us to provide 24/7/365 support to support employee's recovery from the psychological and emotional impact of trauma, and to support managers when critical incidents occur.

We also require all critical incident services to be provided in line with the National Institute for Health and Clinical Excellence (NICE) Guidelines for Post-Traumatic Stress Disorder (2018).

3) Hampshire County Council

Services Delivered – Alike with Manchester City Council, Hampshire County Council also receive Health Assured's Complete EAP package. This relationship has gone from

strength to strength since 2015, as we have continuously improved the well-being culture within the workplace.

Value Added – Hampshire City Council utilise our training workshops, critical incident stress management services, and financial clinics:

Workshops: The workshops covered have included nutrition, managing change, and financial advice. These have brought added value to the organisation, as Hampshire County Council identified areas for improvement amongst their employees and the community. Health Assured were able to provide information, support and activities that can be applied to the workforce and in their personal lives to improve their wellbeing in these areas.

CISM: Hampshire County Council also access our 24/7/365 critical incident support, opening our CISM specific helpline to their employees when trauma support is required. Our group counselling services can also be accessed.

Financial clinics: Health Assured, in partnership with Munny, provide a range of educational programmes, workshops, and resources to equip Hampshire County Council employees with the knowledge, skills, and tools necessary to make informed financial decisions and take control of their financial well-being.

Challenges – Health Assured have addressed and actioned challenges for Hampshire County Council in an efficient and timely manner.

The council's employees had left feedback that the counsellor call-backs were too slow. To mitigate this, we ramped up our recruitment drive to increase capacity, implemented weekly reporting with the organisation regarding resourcing and availability via bi-weekly calls, keeping them in the loop, and communicated across our clinical teams to ensure call-back rates were made a priority.

As a result of these actions, we have consistently been exceeding our SLAs for call-backs, with our most recent MI for the council presenting that only 0.2% of counselling calls have resulted in negative feedback.

Availability of skills and technical expertise:

Mobilisation/Implementation – Prior to the contract between Hampshire County Council and Health Assured commencing, their dedicated Account Manager, Alex Mcewan, and Head of Client Success, Sarah Brimacombe, led the implementation period of 30 days. This included collaboratively identifying risks and subsequent mitigation strategies, fulfilling tasks such as internal training and familiarisation meetings, a timeline, priorities, and dependencies.

Project Management and Account Management – The primary point of contact for Hampshire County Council is Account Director, Alex Mcewan. His responsibilities include daily communication, a thorough review of management information reports, quarterly contract meetings, providing performance data, and ensuring effective service delivery.

In addition to Alex, supporting roles within our dedicated Account Team include Sarah Brimacombe, Client Success Manager, who oversaw support during the implementation period. Senior Clinical Development Manager Richard Krytowycz and Head of Counselling Kylie Turner provide essential clinical expertise and guidance for the organisation. They contribute to trend analysis, ensuring that Management Information is interpreted accurately, and informed suggestions are provided.

Training – The relevant CISM support team undertakes continuous training to ensure that their skills are refreshed, assuring Hampshire County Council are consistently provided with high quality support backed by excellent expertise in handling traumatic incidents.

Workshops are delivered onsite or virtually, in the presence of our counsellors, who are qualified in Counselling or Psychotherapy that is recognised by the BACP, UKCP, or BABCP and ensures full membership and accreditation status. They undergo continuous CPD (minimum of 30 hours per year) to ensure that their skills are refreshed, and their knowledge continues to grow, allowing them to apply their expert knowledge to the delivery of these sessions.

For the financial clinics, the team is comprised of highly qualified financial advisers with extensive expertise across various disciplines. With a minimum of 15 years of experience in the financial services industry, this brings a wealth of knowledge and practical insights to the table.

2	<p>Service Provision and Contract Management (16 marks)</p> <p>Please outline how you will provide the Employee Assistance Programme and Counselling Services detailed in the Specification and how you would ensure that your model of delivery will achieve the KPI's included within the tender specification. What steps would you take to check the quality of the service provided?</p>
<p>24/7/365 Helpline</p> <p>Health Assured proudly boasts a true, industry leading 24/7/365 helpline, being one of the only providers on the market with BACP accredited counsellors answering every call. All calls are required to be answered within 5 rings. We never use answerphones, divert your calls, or use external triage services – all calls are always answered locally in the UK.</p> <p>Responding promptly is a priority, with an impressive 98% of calls answered within 30 seconds last month, contributing to our exceptionally low call abandonment rate of 0.5%.</p> <p>We will also provide Wigan Council's employees with our 24/7/365 advisory services, supporting on a range of issues including personal, financial, and legal matters.</p> <p>Upon the first call, new users provide essential personal information, a crucial step for safeguarding purposes. Returning users verify their identity through simple security questions like the date of birth or postcode.</p> <p>Triage and Signposting: Individuals receive in-the-moment counselling support at initial contact with the service. The initial assessment and triage is carried out immediately enabling a clear picture to emerge of:</p> <ul style="list-style-type: none"> • Presenting and underlying concerns. • Effects on workplace performance. • Whether factual or practical input alone will be able to help the individual resolve their problem. • Provide information and signpost to relevant support organisations or internal processes where applicable. 	

Upon contract award, your Relationship Manager, Joanne Lister, will compose a client profile of you. This details all your unique requirements as well as any services that you would specifically like us to signpost into. To showcase our commitment to providing you an excellent EAP service, we will signpost to organisations and charities local to Wigan.

Wisdom Wellbeing Hub: As part of our commitment to providing Wigan Council with an accessible, market-leading EAP package, we will offer all employees with access to our 'Wisdom' app and website platform. Wisdom offers 24/7 support and advice, practical solutions and tips, expert health and wellbeing information, and easy to access confidential support and services.

Key features:

- Access to support via helpline, livechat, video calling and request a call back.
- Access to the university directory, which shows departments and contact details, as well as signposting.
- Support videos and webinars on demand.
- Four-week self-help programmes.
- Meditation zone.
- Weekly mood tracker.
- Breathing techniques.
- BrightTV – weekly TV series featuring a new well-known personality each month to discuss personal experiences with mental health. Recent appearances include Katie Piper, Dr Alex George and Dame Kelly Holmes.
- Healthy recipes.
- Customised push notifications sent to the users.
- Wisdom AI: Our Wisdom AI platform comprises a search engine-style tool that provides answers to a large variety of health and wellbeing questions. All answers have been written by our in-house professional counselling team allowing users to get real, helpful advice in an instant. The platform is also supported by AI which directs to relevant materials and assists with signposting users to potential solutions.

Counselling Services

Your employees will be provided with up to 6 face-to-face, telephone, and online counselling sessions per employee, per issue, per year.

Counselling sessions throughout the duration of the contract with Wigan Council will be offered between 08:00am – 20:00pm, 52 weeks of the year, including all face to face, telephone, and online sessions. Offering flexibility in time availability provides assurance that all employees from Wigan Council can commit to their counselling sessions without worrying about personal schedules.

Counselling sessions throughout the duration of the contract with Wigan Council will be offered between 08:00am – 20:00pm, 52 weeks of the year, including all face to face, telephone, and online sessions. Offering flexibility in time availability provides assurance that all employees from Wigan Council can commit to their counselling sessions without worrying about personal schedules.

Qualifications: In line with clinical best practice, all professionals who will be providing EAP services to Wigan Council have the following qualifications:

Helpline counsellors:

- Recognised qualification in Counselling or Psychotherapy by BACP, UKCP, or BABCP, ensuring full membership status;
- Minimum of two years of counselling experience (excluding training hours);
- At least 550 hours of post-qualification experience;
- Adherence to BACP recommendations for clinical supervision throughout counselling practice;
- Completion of a DBS check;
- Eligibility for full membership and accreditation with governing bodies such as BACP, UKCP, BPS, BABCP, COSRT, COSCA;
- Part of the BACP Voluntary Register;
- Experience in short-term counselling and the application of solution-focused approaches;
- Experience in telephone counselling;
- Commitment to continuous professional development (minimum 30 hours per annum); and
- Understanding of working with clients at "risk," workplace counselling, short-term therapy.

Affiliate counsellors:

- Qualification in Counselling or Psychotherapy that is recognised by the BACP, UKCP, or BABCP;
- Accreditation with governing body BACP, BABCP, UKCP, or BPS;
- Minimum of four years' post-qualification experience;
- Demonstrate a commitment to continuous CPD (30 hours mandatory per annum);
- Demonstrate an understanding of how to work with clients who present at risk;
- Demonstrate an ability to work within workplace counselling and short-term therapy;
- Access to suitable therapy rooms in line with BACP guidance that pass Health Assured's premises checks;
- Indemnity Insurance up to the minimum value of £1,000,000;

- A formal arrangement for counselling supervision;
- Established and running for 4 years including:
- 250 hours of counselling training (100 hours of skill development and 150 hours of theory).
- 250 hours of supervised counselling practice; and
- Private client contact time of at least 40 hours and 5 clients in the past year.

Telephone Counselling: Our telephone counselling service is delivered by a team of over 150 BACP-accredited counsellors and advisors. Each session lasts for 50 minutes, with an additional 10 minutes allocated for the counsellor to make case notes. Telephone counselling offers relative anonymity and ease of access, leading to positive outcomes. We specialise in structured telephone support, providing up to six sessions while adhering to our clinical governance policy and processes.

Online and video counselling: We offer secure VOIP-based online counselling, which includes video sessions, allowing individuals to connect with a counsellor in real time over the internet. We prioritise security and use a bespoke version of Zoom designed for Health Assured clients, ensuring HIPAA compliance. This approach includes video counselling, VOIP, instant messenger, or a combination of these methods. Online counselling provides an accessible alternative to telephone and face-to-face counselling and supports individuals who might not otherwise seek help. Additionally, we provide access to computerised CBT offerings through Silvercloud, covering various subjects, and Power to Recover, which focuses on trauma support.

In person / face to face counselling: Health Assured's high-quality counselling is delivered through a network of over 2,400 active affiliate counsellors and practitioners across the British Isles. This includes over 179 BACP practitioners, 151 Eye Movement Desensitisation and Reprocessing (EMDR) practitioners, 350 Cognitive Behavioural Therapy (CBT) specialists, 22 training instructors, 51 CISM responders, and 8 psychologists. They continually recruit to the network to offer a variety of therapeutic approaches, enabling them to consistently deliver high quality face-to-face counselling.

For in-person appointments, the location is ensured to be within a 30-minute or 10-mile travel time, providing accessibility and minimising travel-related challenges, with sessions lasting the therapeutic hour. Our commitment to inclusivity extends to meeting all necessary accessibility requirements or adjustments for individuals participating in counselling sessions.

Continuity of Counsellor: Our Case Management team match users with a counsellor who can effectively meet the user's needs and ensure continuity of counsellor for the full duration of their sessions. This is done by communicating with all affiliate counsellors within our SLA range of 10 miles or 30 minutes travel who indicate their capacity to deliver the required services. We enquire about any upcoming annual leave that may

affect their ability to deliver the six-session model. The Case Management then make an informed decision about which affiliate counsellor is best placed.

Confidentiality: Confidentiality is a cornerstone of our services. All counselling sessions between the client and the relevant professional are strictly confidential. Our counsellors follow the BACP guidelines to prevent unauthorised disclosure. The only exception to confidentiality is if there is a serious risk of harm to the caller or others. In such cases, we have a legal obligation to share personal data with relevant authorities to protect the vital interests of the individual(s).

Referrals

Wellbeing Referrals

Drawing from our experience working with local councils and authorities, we've observed distinct trends in referral patterns. Notably, most referrals, accounting for 90%, originate directly from the employees themselves, who reach out through channels such as our helpline or live chat.

We adopt a multi-disciplinary approach, accepting referrals from multiple sources, including self-referrals, manager referrals, Occupational Health referrals, Active Care service, and referrals from authorised personnel. Here's an overview of the processes:

Self-referral process:

Stage one: Individuals contacting Health Assured are answered within 30 seconds by a qualified counsellor via call or chat. The counsellor gathers essential information and assesses the caller's needs to connect them with the right specialist.

Stage two: Immediate 'in the moment support' and At-Risk Assessment: Our counsellors use therapeutic tools to manage distress effectively. We prioritise every call as potentially needing immediate and urgent support. This approach effectively manages distress.

Stage three: If structured counselling is needed, our Case Management Team matches individuals with a counsellor within two working days, offering the first session within three working days, ensuring timely resolution. Urgent cases receive their first session within 24 hours if clinically appropriate.

Stage four: Commencement of Counselling: The counsellor will regularly review the individual's progress, reassess goals, and make any necessary adjustments to the treatment plan. This iterative approach ensures the support remains relevant and responsive to their needs.

Stage Five: Once the individual has completed the counselling sessions, a closure session is conducted to reflect on their progress and discuss strategies for maintaining their well-being in the long term. We also offer aftercare support, providing individuals with any resources, further signposting, and recommendations for additional services if needed.

Manager/OH Referral Process:

Stage one: On contacting the service, each manager, occupational health, or other authorised personnel will be able to complete an 'EAP Management Referral Form' via our 'EAP Management Referral Portal'. The link to this portal will be provided in your welcome pack on contract commencement.

Stage two: Following receipt of referral, one of our 150 in-house counsellors will make an outbound call to the referred individual within a maximum of 24 hours, however most calls are completed within 1 hour. Our counsellor will listen and assist individual in navigating their emotions. We prioritise every call as potentially needing immediate and urgent support. This approach effectively manages distress and helps reduce absenteeism related costs for Wigan Council.

The subsequent stages (Stages 3 – 5) follow the same as the self-referral as outlined above. Where the employer has contacted the us, it would be Health Assured's remit to report back to the employer as appropriate.

Active Care – our unique service to reduce absenteeism: For optimal wellbeing and reduced absences, we prioritize early intervention and offer our exclusive Active Care service. It provides effective support on the first day of a stress-related absence, guiding employees to access relevant information and advice from Health Assured's resources. This early intervention significantly reduces stress-related absenteeism for Wigan Council.

Additional Services

Our range of alternatives, managed by the Specialist Support team, provides flexibility based on specific circumstances.

The Critical Incident Stress Management (CISM) Debrief service is designed for individual counselling support or group support after shared traumatic experiences, while Enhanced Psychological Services (EPS) cater to individuals in cases where solution-focused therapy might not be sufficient.

EPS assists employees dealing with psychological challenges. Initial telephone assessments, conducted by qualified psychologists, analyse presenting issues and concerns. The psychologist then recommends suitable support options, enabling employers to understand how to enhance an individual's effectiveness in the workplace.

Our EPS service is based on employer-initiated referrals and offers specialist support, including CISM, CBT, EMDR, psychologist assessments, and reports. As this sits outside of our core EAP, there is an additional cost.

Accessibility

Health Assured proactively promotes equality, diversity and inclusion in all service delivery and operational aspects of the EAP. In line with the Wigan Borough's equality and diversity objectives of strengthening engagement with residents and communities in understanding their lived experiences, Health Assured ensure that people with barriers of access are able to utilise our EAP to the full extent:

LanguageLine - This is a service we have implemented to accommodate those whose first language is not English. We provide access to high-quality interpreters through LanguageLine Solutions, offering support in up to 240 languages. We can provide this service for telephone, web-based, or face-to-face.

Relay - We also have integrated Relay UK compatibility, allowing users who may have hearing and/or speech difficulties to speak with one of our counsellors or advisors via a Relay assistant if they wish to do so. This service will be accessible via mobile, or the Relay UK mobile app.

Deaf4Deaf - Many deaf or hard of hearing service users can lip read and choose to engage in face-to-face or online counselling. We are committed to exceeding accessibility needs, as such we also partner with a specialist Deaf4Deaf network of qualified BSL, ISL, ASL, and Oral (mixture of sign and spoken word) counsellors for online counselling sessions where requested).

Provision of Accessible Counselling Sites - All our counsellors are members of the BACP, and we will ensure initial and regular checks, and require counsellors to provide evidence of accessible premises that are conducive to effective counselling. When an individual decides to commence face-to-face counselling, we ensure they are matched with a counsellor who can provide the necessary provisions around accessibility or can make reasonable adjustments to ensure equality of access throughout the counselling process.

Neurodivergence - In acknowledgement of increasing awareness surrounding neurodiversity and the challenges faced by people with learning difficulties, Health Assured has taken strides to offer a range of resources that keep these accessible to

individuals regardless of ability. This includes using an easy read format option for neurodiverse service users and personnel with learning disabilities which keeps information, language, and structure simple with a minimum of size 14 font.

Management Information

We will provide quarterly MI to Wigan Council, in addition to being able to meet ad-hoc requests for additional MI data as and when it is needed. This will be available across all services and Council/Directorate/Service/School levels.

Our MI provides informative data demonstrating how services are being used and evidencing the return on investment. This will be presented and discussed at contract review meetings. Your Relationship Manager, Joanne Lister, will analyse any trends in the data and will work with you to develop appropriate promotion strategies and solutions to any concerns that arise.

We present MI through clear coloured charts and tables in electronic formats (Microsoft Excel and PDF), showing monthly data as well as totals over the report period. Where possible, we categorise data by type of support utilised (telephone, face-to-face, legal advice, etc.) and nature / topic of the issue (mental health, relationships, financial, trauma, etc.) to ensure in-depth understanding and analysis.

Breakdowns for individual departments / divisions can be provided through our 'Structured Data' tab, showing the cases, sessions, referrals, and presenting issues across individual business units.

Specifically, our management information reports will include:

- Call summary
- Utilisation summary
- Calls by category
- Top call categories
- Work related calls
- Benchmarking
- Structured data
- Demographics
- Clinical outcomes
- Workplace outcomes
- Customer satisfaction

Business Continuity

Facilities: For facility continuity, we operate from multiple sites across Manchester, Hinckley, Glasgow, London, and Ireland. These sites are equipped with central call routing, enabling us to quickly respond to client needs and provide support from alternative locations. In the event of facility disruptions, our counselling services can be provided from alternative locations, with additional support from counsellors working

remotely. We also have access to the Phoenix Old Trafford Recovery Centre in Manchester, a separate disaster recovery location.

Telephony: We have invested in a resilient telephony infrastructure through Ring Central. This platform offers messaging, video conferencing, and phone calls in one unified system. Ring Central operates in over 110 countries and incorporates robust security measures. In the event of a complete loss of phone services, our staff will relocate to our Recovery Centre or use mobile phones for continued service. We also have a secondary helpline that calls can be transferred to in case of any incapacitation of the primary helpline.

Staff Absence: Our network of 2,400 counsellors provides instant scalability. If a counsellor cannot attend a face-to-face session due to unplanned absence, we will seamlessly transition to remote counselling sessions, allowing service users to connect with a counsellor via video or phone calls. If remote counselling is not feasible or suitable for the service user, we will explore alternative options, such as assigning another qualified counsellor who can provide the necessary support.

Systems: Our systems are backed by a cloud-based data storage infrastructure that adheres to ISO 27001 standards. We conduct regular vulnerability assessments and employ security tools to monitor and detect threats. Our disaster recovery mechanisms include real-time data replication between production and recovery centres, ensuring data integrity. We use Salesforce.com for data management, which employs robust security measures, including encryption, intrusion detection systems, and strict access controls.

SLAs/KPIs:

Our current SLAs against achieved across our portfolio of clients (September 2023):

All helpline calls to be answered within 30 seconds:

Target: 95%

Achieved: 95.8%

Call abandonment rate:

Target <2%

Achieved: 1.6%

Initial call-backs to take place within 4 hours:

Target: 95%

Achieved: 99.4%

All counselling cases to be matched to a counsellor within 2 working days:

Target: 90%

Achieved: 97.3%

First session to be offered within a further 3 working days of being matched to a counsellor:

Target: 90%

Achieved: 95.8%

Face-to-face counselling appointments to be offered within 30 minutes drive or 10 miles of an employee's place of work or home:

Target: 90%

Achieved: 100%

All urgent/red flag cases will have first counselling session offered within 24 hours of first contact (if deemed clinically appropriate and necessary):

Target: 90%

Achieved: 100%

All counsellors and the Case Management Team are trained in line with our SLAs and understand the requirements for each client's KPIs. Their responsibilities are to ensure that we not only meet but exceed the set targets.

Our internal SLAs/KPIs are reviewed on a quarterly basis by our Head of Counselling Kylie Turner, and Head of Clinical Support, Kayleigh Frost, ensuring we are always exceeding these and readjusting them as appropriate.

Additionally, Health Assured's SLAs and KPIs are constantly monitored through regular audits and internal, dedicated case management team to ensure that this quality is maintained. As our SLAs and KPIs mirror GMCA's, performance will be monitored in the same manner.

Recording and Documenting Performance: Our Workforce Planning Team monitor hourly, daily, weekly and monthly performance against a number of key metrics, such as answering within 30 seconds, call abandonment rate, and call backs. As these are constantly monitored, the WPT collates an abundance of information. The MI team pulls from this data to create reports for each client, included in the MI packs (in pdf or excel format, based on preference).

Systems: Performance information is pulled from our telephony system, Ring Central, and CRM system, Salesforce.

Ring Central is utilised for our in-house BACP accredited helpline counsellors to answer calls from our clients' employees. Health Assured can analyse information such as rates at which calls are answered to feed into our performance monitoring reports.

Salesforce is our CRM system, where we collate all information to an individual folder for each client. This allows for the MI team to gather all the relevant information to complete accurate and detailed performance results.

What steps would you take to check the quality of the service provided?

Checking Quality of the Service: Through NPS surveys and personal feedback from clients and their employees, we can understand how our service is being perceived by users. Additionally, achieved SLAs and KPIs indicate the efficiency and success of delivery. Utilising this data, we can implement changes to serve our continuous improvement.

3	<p>Pricing Model (12 marks)</p> <p>Please describe how your pricing model will be applied to the Employee Assistance Programme and Counselling Service you are bidding for and explain how this provides value for money.</p>
<p>Our pricing model for the EAP and Counselling Service is designed to offer comprehensive support whilst ensuring exceptional cost effectiveness. The inclusive nature of our pricing covers a range of components, including the 6 sessions of solution-focused counselling, the 24/7/365 helpline for in-the-moment support, the wellbeing app and portal, Wisdom, and marketing materials to promote the service to Wigan Council's employees. This explains our reasoning behind the Face-to-Face Counselling Session resource being £0 in the pricing schedule, due to being included in the Wellbeing Hub and Helpline cost.</p> <p>The provision of these services under a unified pricing structure eliminates any hidden costs and provides a clear overview of the entire service package. By bundling counselling, helpline assistance, wellbeing app and portal, and promotional materials into a single cost, we aim to enhance cost-effectiveness and operational efficiency for Wigan Council.</p> <p>Our pricing model is particularly aligned with historic trends that demonstrate the effectiveness of our counselling services. Over the years, we have observed a consistent pattern whereby very few individuals require additional counselling sessions beyond the 6 included in the package. This trend not only reflects the quality and efficacy of our counselling but also contributes significantly to the overall value for money.</p> <p>By addressing the majority of individuals' needs within the standard 6 sessions, we maximise the impact of the services whilst minimising unnecessary costs. This strategic approach ensures that the pricing model is not only competitive but also reflects a conscientious use of resources.</p>	

4	<p>Implementation / Transition (10 marks)</p> <p>How would you ensure a smooth transition from the current provider?</p> <p>Please provide brief details of an implementation plan (including timescales) for the transition of services if you are awarded the contract.</p>
<p>Our transition plan is designed to reduce interruptions and promote a seamless transfer of services. We will start by thoroughly evaluating the current procedures and dynamics of Wigan Council's existing counselling service. This will allow us to recognise any possible obstacles during the first stage and create customised solutions. In order to resolve issues, Health Assured will liaise with key stakeholders and uphold consistent communication.</p> <p>We are dedicated to maintaining the strength of the current features of the existing provider whilst implementing improvements that better meet the expectations of the council as they evolve.</p> <p>Preferred Project Management/Implementation Methodology</p> <p>4 Week Implementation Plan:</p> <ol style="list-style-type: none"> 1) Familiarisation: week 1 2) Management Information: week 2 3) Marketing Information: week 3 4) Operational Set Up: week 4 <p>8 Week Implementation Plan:</p> <ol style="list-style-type: none"> 1) Familiarisation: weeks 1 and 2 2) Management Information: weeks 3 and 4 3) Marketing Information: weeks 5 and 6 4) Operational Set Up: weeks 7 and 8 <p>We note that your preferred contract start date is 01/04/2024, with the estimated contract award date of January 2024. We generally advise between 4 and 8 weeks for implementation to ensure that the EAP is successfully embedded, and all stakeholders understand the services available. However, we will base these timelines on your unique needs and requirements and work collaboratively with you on contract award to decide whether a 4- or 8-week implementation period will be required for this contract. Our implementation process contains four stages, with each stage having a separate timeframe for completion depending on whether a 4- or 8-week implementation is required:</p> <p>Specifically, each stage of our implementation will consist of the following actions:</p>	

Stage One - Familiarisation

On contract award, our Head of Client Success, Sarah Brimacombe, and your Relationship Director, Joanne Lister, will hold a kick-off meeting with your management team for the contract, covering key areas and answering any initial queries and concerns which you may have. Following the initial kick-off meeting, Joanne will also complete our bespoke 'Client Account' document, detailing your profile, structure, pressures, priorities, success measures and culture. This document will then be used internally to communicate your unique needs and requirements to our operational teams.

Furthermore, we propose to hold fortnightly conference calls between your Relationship Director and your identified key stakeholders to ensure that we can further understand your unique needs and requirements. Sarah will also work collaboratively with you on a daily basis to agree and develop a robust implementation plan including risks and mitigation, tasks, a timeline, priorities, and dependencies.

During mobilisation, we will adhere to EAPA and BACP guidelines upon transfer of the EAP contract and follow established counselling practice for outgoing service providers. Regular communication between us and the incumbent supplier throughout the implementation period will also ensure the smooth transition of all medical records and data.

Stage Two - Management Information (MI)

We will discuss reporting capabilities with key stakeholders and your management team and confirm the format and frequency of your MI reports. We will also confirm the members of your management team who will be best placed to receive your MI reports.

Your dedicated Relationship Director will analyse any trends in the data and will work with you to develop appropriate solutions to mitigate risk and provide effective controls.

Stage Three - Marketing and Promotion

Your dedicated Relationship Director will develop a tailored Communications Plan, working closely with you so that the most appropriate mediums and channels are utilised for maximum visibility of the service. Through the fortnightly conference calls, we will also work closely with your stakeholder's pre-inception to gain a thorough understanding of the mediums currently being used to promote welfare services, what works, and what does not work within the council. In addition to the above, we will provide you with 2 days of onsite (or virtual) promotional support per annum, delivered by your Relationship Director.

Stage Four - Operational Set-up

We will ensure that all knowledge, understanding, and insight gained during the implementation process is communicated back to our delivery teams, so that all those who are supporting the contract are aware of your specific needs and requirements and unique internal structures. This will be implemented by service delivery team debriefs and internal training in line with a bespoke training plan for relevant supplier personnel. The bespoke Client Account document which will be developed during the familiarisation stage of this contract will also be cascaded amongst our teams and detailed during in-depth team briefing meetings ahead of go-live.

As detailed within the EAP Project/Implementation Plan attached, this stage will also include our Case Management System being updated with links to existing support structures and a test to confirm that our 24/7/365 confidential telephone helpline is accessible for your employees.

As part of our submission, please see attached ' Appendix 1 Health Assured Draft EAP Implementation Plan (4 and 8 Weeks)'. Each individual stage of our project/implementation plan has been assigned an owner including the current provider, our teams, and the council's internal teams, including a joint approach for several stages.

Dependencies to Meet Project Milestones

To ensure we are able to meet the milestones/each stage of our project/implementation plan, we will require a direct communication channel with the incumbent supplier to gain knowledge on any trends and usage figures that may help us in managing the service effectively and ensure all core services are updated for transition and go-live during the implementation period. Contact will also be made around re-branding to ensure that the incumbent's material is replaced, including intranet links, and a process will be agreed for any calls that the incumbent still receives.

We do not expect any financial investment from the council to be able to implement the services, and all costs involving the implementation process have been included within our pricing. During the initial kick-off meeting, we will establish the key stakeholders who will be involved in the delivery of the contract. These stakeholders will then be invited to attend fortnightly conference calls, with each call lasting for around one hour. Depending on the length of the implementation period required, we expect around 5-10 hours of time required from each stakeholder but will of course be flexible in line with each stakeholder's requirements and workload.

Through these fortnightly conference calls, we will work collaboratively with you to establish any third-party suppliers and other health and wellbeing services to be used for signposting throughout the duration of the contract. Throughout the implementation period, we will also encourage the key stakeholders as identified to actively take part in establishing frequent dialogue between the incumbent supplier, the council, and Health Assured to ensure the transitional period progresses in a smooth and timely manner at all times.

In addition to the above, we will also require the key stakeholders to be involved in the development of bespoke implementation and communications plans, as well as the internal client portfolio folder for the council. These will allow us to profile, structure, pressures, priorities, success measures, etc, whilst ensuring each stage of the implementation process is in line with your requirements for go-live. The communications plan will also that the most appropriate mediums and channels are utilised for maximum visibility of the service.

5	Service Efficiency (6 marks)
---	-------------------------------------

How would you ensure that employees, managers and HR staff receive an efficient service and timely communications?

Please detail how you would respond to complaints about service delivery?

Efficient Service and Timely Communications:

Employees: Our approach to delivering the EAP is to ensure that people do not need to wait to speak to someone about their mental health concerns, therefore immediate response is essential and embedded in all operations at Health Assured.

We implement streamlined communication channels and SLAs to facilitate quick and accessible interactions. With a 24/7/365 open helpline, employees have access at any time, with a BACP accredited counsellor answering every call within 5 rings. This is to assure that callers receive immediate in-the-moment support without having to wait, as our qualified counsellors are ready to listen and advise as soon as possible.

To enhance efficiency, we prioritise prompt response times for queries and concerns, acknowledging feedback within 24 hours and resolving issues within 2 working days. We also employ proactive communication strategies to ensure that employees are updated on available services, events such as workshops, and relevant wellbeing resources to keep them informed and engaged. Our promotional materials are an efficient method of driving utilisation by increasing awareness of the EAP.

Managers and HR staff: Communication is fundamental to our approach. We will actively involve the key stakeholders from Wigan Council in all meetings and discussions regarding the delivery of the service. During implementation, the Account Manager, Joanne Lister will establish early connections with Wigan Council, introducing herself as the assigned point of contact.

In addition to the quarterly performance review meetings, continuous feedback loops between Wigan Council and Joanne will be established to facilitate ongoing communication about the effectiveness of services, emerging trends, and potential areas for improvement. This iterative process ensures that adjustments can be made swiftly, contributing to the agility of the partnership.

The management information that we will provide to Wigan Council will provide managers and HR staff with insightful data promptly, including key metrics on utilisation and trends across the data. This will be reported to Wigan Council at quarterly periods, but we can support ad-hoc requests if deemed urgent. Communicating this information can support the council in making informed decisions in a timely manner to ensure that employees are getting relevant support, and utilisation can continue to rise.

Complaints

Transparency, empathy and accountability are key factors when handling service delivery complaints, therefore we always adopt these traits in our approach throughout the complaints process.

Process:

Point of contact: All clients will be made aware of the designated person allocated as the main point of contact for complaints. They will be able to contact this designated person if they have any questions or queries, or if they wish to enquire about the progress of the complaint.

Dependent on the nature of the complaint, clients will be directed to one of three contacts:

Nature of Complaint: Service Delivery

Designated Point of Contact: Head of Counselling – Kylie Turner

Nature of Complaint: Relationship Management

Designated Point of Contact: Head of Relationship Management – Sarah Brimacombe

Nature of Complaint: Operational

Designated Point of Contact: Head of Clinical Support – Kayleigh Frost

It must be noted that there will only be one point of contact based on the complaint, rather than all three.

Assigning an investigating manager: When a formal complaint is received, Client Services will log and acknowledge the complaint in a timely manner. Client Services/EAP coordination team will allocate an investigating manager determined by nature of the issue and employee involved.

Establish contact with complainant (within 4 working hours of complaint assigned): The first action once a complaint has been assigned is establishing telephone contact (where appropriate) with the complainant to determine their expectations. The

investigating manager will outline their understanding of the issues and seek clarification from the complainant.

Establish the level of investigation and response required in line with the Risk Guidance Matrix: Following initial contact, the investigating manager should have a clear idea of the level of investigation required and what the complainant is hoping to achieve.

Investigation: The following actions may take place during this stage:

- Reviewing telephony reports.
- Reviewing Flow out notes/transcript if required.
- Reviewing information provided by complainant.
- Documenting a timeline of events for reference, using our system, Salesforce, to see if any tasks or comments have been made on the relevant client account page.
- Investigation meeting conducted with the colleague involved.

Determine complaint outcome and closure: The investigating manager will contact the complainant by telephone (where appropriate) with an investigation update.

Our internal SLA for responding to complaints is 2 days. If we encounter any delays, we will keep the complainant aware of the progress, and Client Services will support with fielding any queries.

Escalation: Should a client be dissatisfied with the handling of a complaint at any time, they should inform their designated person who can determine the most appropriate person to respond and the relevant escalation route. Where a client is dissatisfied following escalation, the matter can be escalated to our Managing Director. We will provide the client with updates in relation to how we are proactively seeking to resolve the complaint every 5 working days until a satisfactory resolution has been agreed which is mutually acceptable between both parties.

Examples of Complaints and Actions for Improvement:

Clinical Expectations – In Q4 last year, complaints regarding service delivery clinical expectations equated to 20% the of complaints logged. From analysing this data, we reviewed our signposting process, levels of transparency, and the amount of information that we are providing that may be lacking reassurance. To resolve this and continuously improve, we implemented the following innovative solution:

restricted and data is only stored for as long as necessary, after which time it is securely destroyed. This is in line with our ISO27001 and Cyber Essentials Plus accreditations.

Salesforce is certified to ISO27001 standards. Their services can deliver solutions compliant with HIPAA, PCI and FISMA. Regular vulnerability assessments are carried out by their internal teams and external specialists. Salesforce.com employs several sophisticated security tools that monitor system activity in real time to expose many types of malicious events, threats, and intrusion attempts. For example, their state-of-the-art intrusion detection system (IDS) detect common types of external attacks. They also monitor application and database activity and use event management tools that actively correlate user actions and event data, then call attention to potential internal and external threats.

This will assure Wigan Council and your employees of the confidentiality of the services, ensuring that any sensitive information will be safely secured in our system, with strong security measures in place to defend the data.

Wisdom

Wisdom, our brand-new digital offering, is a modernised and enhanced edition of the previously known 'My Healthy Advantage' app and online health and wellbeing portal. The digital platform was rendered to increase the added value for employees and provide easy access to an abundance of wellbeing resources when required.

Access: Available on all Android and Apple platforms via the Google Play Store and IOS Store, the app can be accessed from both home and work devices 24/7/365. This is included in the Complete EAP package.

Each company has a unique username and password that are shared with employees. We will also implement dual branding with Wigan Council.

Resources:

- Immediate support at the touch of a button:
 - 24/7/365 live chat and video option which will also be available to your employees.
- Four week plans to help you improve your lifestyle and get sustainable results - covers topics such as sleep, coping with pressure and reducing caffeine intake.

- Activity tracker:
 - Users can log their physical and mental activity (ranging from gardening and meditation to weightlifting and snow sports) because activity means different things to everyone. This comes alongside our three main trackers – sleep, water and steps.
 - Data can be inputted manually or synced to Apple Health and Google Fit.
- Tracker information can feed into leaderboards which are perfect for friendly competition between colleagues.
- Integration with WisdomAI:
 - WisdomAI combines our counsellor's knowledge with the latest artificial intelligence into a search engine you can trust.
- Podcast and Bright TV videos. This is a weekly TV series, featuring well-known personalities speaking openly about their own lives, struggles and experiences.
- Enhanced perks and discounts offering:
 - Health Assured partnered with Bright Exchange to give our users access to thousands of exclusive offers.

Follow this link for a video detailing Wisdom's features:
<https://www.youtube.com/watch?v=ONLKo6bAIHY>

As part of our submission, please see 'Appendix 2 Health Assured Wisdom App and Portal Dashboard' for screenshots of the dashboard for a preview of our features.

Mobile App Reporting : We will equip Wigan Council with further insight into trends by providing access to a real-time online reporting suite for our mobile app. The back-office reporting suite can be accessed by approved members of Wigan Council's management teams, allowing for date period and departmental reporting displayed through charts and graphs for ease of analysis. This enhanced functionality will provide real time reporting on key areas such as the number of users, number of registrations, login volumes, support requests, mood tracker usage and wellbeing category utilisation.

As part of our submission, please 'Appendix 3 Health Assured Wisdom Reporting Suite', to see a screenshot of the live reporting suite that you will have access to.

7	<p>Local Facilities (8 marks)</p> <p>For face-to-face appointments, please detail where your facilities are located and how you would ensure your facilities are accessible to all employees?</p>
---	--

Locations for offsite clinics/appointments

For in-person appointments, the location is ensured to be within a 30-minute or 10-mile travel time, providing accessibility and minimising travel-related challenges. Our commitment to inclusivity extends to meeting all necessary accessibility requirements or adjustments for individuals participating in counselling sessions. For video calling counsellors can offer Teams or Zoom.

The following postcode prefixes represent the locations of affiliate counsellors within 10 miles of Wigan Council:

- WN1 x2
- WN6 x1
- WN3 x1
- WN5 x4
- WN4 x1
- WN7 x1
- BL1 x5
- WA10 x2
- WA5 x1
- PR7 x1
- L35 x1
- WA8 x2
- WA1 x1
- WA4 x1

Access: Affiliate counsellors use a wide range of spaces including a home office at their personal property or they rent out an office space. When an individual decides to commence face-to-face counselling, we ensure they are matched with a counsellor who can provide the necessary provisions around accessibility or can make reasonable adjustments.

8	<p>Staff Quality and availability (12 marks)</p> <p>How would you ensure that sufficient, suitably qualified staff are available to provide the services at the times specified and how would you ensure that the service is covered efficiently during periods of annual leave and sickness absence etc?</p>
<p>Ensuring Suitably Qualified Staff</p> <p>Helpline counsellors:</p> <ul style="list-style-type: none"> • Recognised qualification in Counselling or Psychotherapy by BACP, UKCP, or BABCP, ensuring full membership status; • Minimum of two years of counselling experience (excluding training hours); • At least 550 hours of post-qualification experience; • Adherence to BACP recommendations for clinical supervision throughout counselling practice; • Completion of a DBS check; • Eligibility for full membership and accreditation with governing bodies such as BACP, UKCP, BPS, BABCP, COSRT, COSCA; • Part of the BACP Voluntary Register; • Experience in short-term counselling and the application of solution-focused approaches; • Experience in telephone counselling; • Commitment to continuous professional development (minimum 30 hours per annum); and • Understanding of working with clients at "risk," workplace counselling, short-term therapy. <p>Affiliate counsellors:</p> <ul style="list-style-type: none"> • Qualification in Counselling or Psychotherapy that is recognised by the BACP, UKCP, or BABCP; • Accreditation with governing body BACP, BABCP, UKCP, or BPS; • Minimum of four years' post-qualification experience; • Demonstrate a commitment to continuous CPD (30 hours mandatory per annum); • Demonstrate an understanding of how to work with clients who present at risk; • Demonstrate an ability to work within workplace counselling and short-term therapy; • Access to suitable therapy rooms in line with BACP guidance that pass Health Assured's premises checks; • Indemnity Insurance up to the minimum value of £1,000,000; • A formal arrangement for counselling supervision; • Established and running for 4 years including: <ul style="list-style-type: none"> • 250 hours of counselling training (100 hours of skill development and 150 hours of theory). • 250 hours of supervised counselling practice; and • Private client contact time of at least 40 hours and 5 clients in the past year. 	

Ability to Deliver Outside of Core Hours:

Counselling: To uphold counselling availability from 08:00am to 20:00pm, we have a network of over 2,400 affiliate counsellors, ensuring that we have coverage for all employees scheduled in for counselling sessions. This extensive network of professionals provides flexibility, as your employees can book a time most suitable to their schedules.

Helpline: For the 24/7/365 helpline, we operate a dedicated team of over 150 helpline counsellors. This ensures that in-the-moment support can continue over weekends, holidays and evenings. Employees can access support at any given time, without having to wait until working hours. Staff undergo rigorous training to handle a variety of situations that may occur during the calls, ensuring that they are well-equipped to provide immediate assistance and support, including for urgent/red-flag cases.

Continuous monitoring: Health Assured carry out systematic reviews of individual cases belonging to counsellors which is undertaken by our Case Management Team to ensure we are fulfilling expectations of clinical effectiveness within our Clinical Governance model.

We undertake KPI monitoring, clinical outcomes reporting, and reporting of customer feedback to comply with our ISO 9001 accreditation and consistently exceed the expectations of our clients.

We also record and monitor the qualifications and training of all advisors and counsellors as part of our ISO9001 accreditation to ensure that all relevant accreditations are maintained, and ongoing training is carried out.

Systems: Performance information is pulled from our telephony system, Ring Central, and CRM system, Salesforce.

Ring Central is utilised for our in-house BACP accredited helpline counsellors to answer calls from our clients' employees. Health Assured can analyse information such as rates at which calls are answered to feed into our performance monitoring reports.

Salesforce is our CRM system, where we collate all information to an individual folder for each client. This allows for the MI team to gather all the relevant information to complete accurate and detailed performance results.

Staff Absence: We always ensure a 110% staffing capacity, which will ensure that we have secondary back-up resourcing in place for peaks in demand or significant absence or sickness. In the event of an impact on staff numbers, counsellors can work from home on company mobiles and laptops. Homeworking can be supported by our larger counselling network ensuring we have secondary and tertiary support where necessary.

Working at 110% capacity means that we can easily scale up and down at any given point, and our Workforce Planning Team continuously monitor usage, peaks and resourcing across our counselling network daily, ensuring we have sufficient coverage.

For our Relationship Management team, we use a system that ensures all Relationship Manager notes and correspondence from meetings are available in the event of absence. Our field-based Relationship Managers are supported by a team of internal Relationship Managers and our client services team, who can support with some of the administrative duties, as well as providing support in the event of sickness or absence.

9a	<p>SOCIAL VALUE / COMMUNITY WEALTH BUILDING (10 marks)</p> <p>Please set out clearly how your organisation will improve the economic, social, and environmental well-being of Wigan Borough and its residents as required by the Public Services (Social Value) Act 2012. Please refer to your organisation's approach to Community Wealth Building, Social Value, and ethical, asset-based practice.</p> <p>Tenderers should make specific reference to the Council's expectations; these can be accessed on the Council's Web Site, please refer to the 'Note on Social Value' detailed at Attachment 1.</p>
----	---

Bidders should be clear that should their offer be accepted, the submitted social value responses will be integral to the contract and will be enforceable under the terms of the contract.

Aligned with Wigan's social value purpose, recognised as 'The Deal for Business', Health Assured continuously seek to benefit local communities, promoting a sustainable environment whereby opportunities, growth and innovation grow and thrive.

Despite the population of Wigan being an estimated figure of 329,800, we can make a small change towards the bigger objective by directly impacting the lives of the 199 employees at Wigan Council, as well as their dependants and members of their household.

In the path to creating a better borough, Health Assured's collaboration will strengthen the progression, providing opportunities for asset-based practice and skills development, improving wellbeing amongst Wigan's population, and community wealth building by supporting Wigan's local businesses.

Our Commitments to Wigan Council and the Borough:

Supporting Local Businesses: Health Assured will offer the following additional services to a local businesses or VCSEs of your choosing:

4 SilverCloud Licenses – We will offer 4 SilverCloud licences free of charge, each valued at £125. SilverCloud is the leading provider of computerised CBT interventions, offering an extensive range of programmes to support with wellbeing, mental health and chronic health. It is designed to manage specific symptoms, feelings and behaviours and equip you with effective solutions. Recovery rates: 59% for women and 60% for men. Individuals are provided with an in-house BACP mentor/CBT coordinator who provides support via regularly scheduled calls as well as through the web chat function within the system.

This would be at Wigan Council's discretion regarding who to provide these to. Wigan Council would engage with them, driving that forward in any way they wish. Alternatively, you may provide us with a relevant contact number, and we can take responsibility for engaging with the organisation.

Legal and Financial Clinics - We will liaise directly with Wigan Council to discuss a VCSE/local business that you would like to selected to partake in the legal and financial clinics that we will run. These will be half-day events, so you can select more than one organisation. To deliver this, we will work with our in-house legal and financial advisors to create highly useful workshops. We will report on this prior to, and following, the training. These would usually cost £850 a day, but we would offer this free of charge.

These workshops are delivered with the intention of improving economic concerns amongst the community, providing expert advice that can be applied to the personal lives of attendees, or businesses engaging in the clinic.

Mentorship programme: Health Assured will provide a mentor from our organisation, specialising in any department, to provide mentorship to a local business of your choice, or within Wigan Council. This will be in the form of group training, offering interactive and collaborative sessions to engage in professional and personal development. This engagement will coincide with Wigan's objective of increasing opportunities, as these sessions can be applied for continuous professional development.

Half day of bid training: Health Assured will extend a complimentary invitation to Wigan Council or a local business of your choice for an insightful half day of bid training, delivered by our in-house bid team. This workshop will be designed to enhance the skills of individuals across various departments, enhancing their abilities in bid management and contributing to the accomplishment on growth and innovation.

9b	<p>ENVIRONMENTAL SUSTAINABILITY (10 marks)</p> <p>Please provide details of how you will support the Council's climate change strategy and the actions you will take to reach the target of becoming net zero carbon by 2038 and contribute to naturalising the borough.</p> <p><u><i>Climate change and sustainability (wigan.gov.uk)</i></u></p>
----	---

Health Assured acknowledges the significance of sustainable practices in the modern world and promotes a dedication throughout the company by means of our comprehensive environmental, social and governance (ESG) strategy. We implemented a multifaceted plan, covering every area of our business, from reducing our carbon footprint, encouraging energy-efficient practices, and prioritising employee inclusion and well-being. Health Assured strives to align ourselves with Wigan Council's goal of safeguarding the future and creating a greener economy. We will continue to do this by maintaining an unshakeable dedication to transparency, ethical governance, and stakeholder engagement.

To further our devotion to the sustainability cause, we hold ISO 14001 and ISO50001, demonstrating our commitment to sustainability and environmental social responsibility.

Collaborative Actions – naturalising the borough: Health Assured will collaborate with Wigan Council on initiatives aimed at environmental sustainability and contribution to naturalising the borough. Prior to the contract commencement, we would welcome the opportunity to engage in a meeting to explore collaborative actions that align with the council's climate change strategy. Our commitment to environmental responsibility is integral to our values, and we are eager to discuss how our operations can support and compliment Wigan Council's efforts. By fostering an open dialogue, we aim to share insights and form a partnership to contribute to a more sustainable future for the community.

Internal Initiatives – A similar vision: Our organisation takes proactive measures to minimising our carbon footprint, adopting sustainable methods and seeking to share our commitments to environmental responsibility with our partnerships with clients. In reference to Wigan Council's previous initiative 'The Big Listening Project' undertaken across the 83 locations in the borough, the social value concerns raised by the residents (air quality, recycling, climate change and the natural environment) are issues that Health Assured's environmental, social and governance strategy aim to address and improve.

Climate Change, Air Quality and the Natural Environment: By implementing new innovative carbon reduction methods, we will be net zero by 2030 – aligning with Wigan Council's goal of 2038.

As a service business, our direct environmental impact is not broad; the majority of our employees are office-based meaning that our environmental impact is generally associated with normal office facilities. However, for face-to-face meetings, we take energy expenditure from travel into consideration, and take relevant steps to reduce the impact of carbon emissions. This includes:

- Offering alternative support for clients through telephonic and online delivery methods to minimise environmental impacts of travelling for face-to-face counselling.
- Arrange site visits in one region for the same day to minimise environmental impacts.
- Alternate contract review meetings between telephone and face-to-face.
- Offer alternative promotional methods to printed materials.

Emissions from miles reduced by 76% in 2020/21 compared to the base year. Improvement in office electricity and gas emissions are being targeted via improved energy awareness and lighting upgrades. Additional indicators have been developed to allow reporting at a fuel and site level.

To continue to monitor our energy consumption, we will:

- Engage with staff and management to ensure commitment to minimising energy usage.
- Review and update local policies, procedures, and plans to ensure that carbon management is fully integrated into business planning.

Recycling: We have increased recycling through the placement of signposted recycling bins around the office and across each floor of peninsula. Waste products that are currently recycled include:

- Paper
- Cardboard
- Plastic
- Scrap metal
- Glass
- Packaging
- Tin and Aluminium

Measuring and Reporting: We measure our sustainability through environmental reports. For example, these break down waste by type and what has happened to it once it has been collected. This includes proportion of waste recycled, as well as waste sent for energy recovery at either an Anaerobic Digestion facility or a waste-to-energy facility.

To solidify our commitment, we perform periodic audits to ensure compliance and measure and monitor environmental performance and progress against objectives on an annual basis. Like all our social value initiatives, progress will be measured and monitored internally by our in-house compliance team. They will regularly examine progress and commitments to the initiatives implemented.

This will apply to initiatives that have been established between Health Assured and Wigan Council during our social value meeting. With these collaborative projects, the quarterly meetings will serve as an opportunity for regular update points on our environmental measures.

RESPONSE C - FORM OF TENDER / PRICING SCHEDULE

FORM OF TENDER

Contract Title: Lot 1 Employee Assistance Programme & Counselling

Should this offer be accepted I/we undertake to provide the required services / works in accordance with this quotation and the terms and conditions of contract and any other conditions which may be deemed necessary or appropriate by the Director of Resources or his nominated officer for inclusion in any contract to be entered into and to comply with any reasonable direction which may from time to time be given by the Council. This quotation and conditions together with the Council's written acceptance thereof shall constitute a binding contract.

Please complete this along with all pricing documents within the tender pack which itemises the same information.

The price you quote on this form will be the total sum that Wigan Council will pay for the goods, services or works required under the Specification in accordance with the Council's Terms and Conditions of Contract. The price quoted should be a fully inclusive cost and should be stated before VAT.

I/We understand that the Council are not bound to accept the lowest or any quotation it receives.

TENDER SUM <i>Transfer final price from Price Schedule</i>	£80,240.00	Excluding VAT (inclusive of all requirements / expenses)
Signed	I Eagling	
Full Name	IAIN EAGLING	
Duly authorised to sign for and on behalf of	HEALTH ASSURED	
Position held	Sales Director	
Address	The Peninsula, Victoria Place, Manchester, M4 4FB	
Tel No.	0800 470 0568	
E-Mail	Iain.Eagling@healthassured.co.uk	
Date	23/11/2023	

Pricing Document

RESPONSE D - CERTIFICATE OF BONA FIDE TENDERING

1. I declare that this a bona fide Tender, intended to be competitive and that I have not fixed or adjusted the amount of the Tender by or in accordance with any agreement or arrangement with any other person ('person' includes any persons, body or association, corporate or incorporate).
2. I declare that the company is not aware of any connection with a member of the Council staff that could affect the outcome of the bidding process.
3. I declare that I have not done and I undertake that I will not do at any time any of the following:
 - a) communicate to any person, including the addressee calling for the Tender, the amount or approximate amount of the proposed tender;
 - b) enter into any agreement or arrangement with any other person or body that he or it shall refrain from tendering or as to the amount of any Tender to be submitted;
 - c) enter into any agreement or arrangement with any other person or body that we shall refrain from tendering on a future occasion;
 - d) offer or pay or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or causing to be done in relation to any other tender for the said work any act of the kind described above;
 - e) canvas or solicit the Council staff.
4. I understand that instances of illegal cartels or market sharing arrangements suspected by the Council will be referred to the Office of Fair Trading for investigation.
5. I understand that any misrepresentations may also be the subject of criminal investigation or used as a basis for civil action.
6. I understand and agree that if our tender is successful that the Organisation will purchase professional indemnity insurance as required if such insurance is not already held.
7. I understand and agree to the conditions set out in the Freedom of Information and Environmental Information Statement.
8. In this certificate 'Agreement' and 'Arrangement' includes any transaction private or open, or collusion, formal or informal, and whether or not legally binding.
9. Disclosure

Signed: I Eagling

Name: Iain Eagling

Title: Sales Director

On behalf of: Health Assured Limited

Date: 23/11/2023

A NOTE ON SOCIAL VALUE

The Social Values Act came into force in 2013 and places an active duty on public bodies to consider, at the planning stage, the wider economic, environmental and social benefits that can be achieved through procurement.

More details about the Social Values Act, including a Policy Procurement note, can be found [here](#) on the Cabinet Office section of the Gov.uk website.

Social Value is hugely important to Wigan Council and is a mandatory requirement of procurement activity.

Wigan Council seeks to deliver The Deal, which is an informal agreement between the council and everyone who lives or works here to work together to create a better borough.

Further information relating to The Deal 2030 can be found here: -

<https://www.wigan.gov.uk/Council/Strategies-Plans-and-Policies/Deal-2030.aspx>

The Deal for Businesses information can be found here: -

[The Deal for Business \(wigan.gov.uk\)](#)

Details of the Council's Community Wealth Building commitment can be found here:

-

[Community Wealth Building \(wigan.gov.uk\)](#)

The Council's Community notice board is now live: [Our Town Community Noticeboard \(wigan.gov.uk\)](#)

Social Value is defined as:

"A process whereby organisations meet their needs for good, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and economy, whilst minimising damage to the environment."

As part of our procurement activity, we actively seek to add social value to this project so would welcome responses which take this into account. Responses should be forward looking.

Please note that social value, in this context does not mean adding additional cost in order to meet social value aims.

When responding to Social Value questions, Wigan Council are interested in what Social Value you can deliver, how you will deliver it and how you will report it.

Please be realistic about any commitments as these will be carried forward as a contractual obligation.

EMPLOYEE HEALTH SERVICES – LOT 1 EMPLOYEE ASSISTANCE PROGRAMME AND COUNSELLING SERVICES

TENDER REFERENCE: DN696753

ATTACHMENT 1 TO THE LOT 1 SERVICE SPECIFICATION

MANDATORY REQUIREMENTS – HEALTH ASSURED RESPONSE

EMPLOYEE HEALTH SERVICES – LOT 1 EMPLOYEE ASSISTANCE PROGRAMME AND COUNSELLING SERVICES

MANDATORY REQUIREMENTS to be completed by the tenderer

- Tenderers must demonstrate that they can comply with all of the mandatory requirements listed below. If a tenderer cannot demonstrate that they can comply with all of the mandatory requirements, their tender will not be evaluated any further.
- If a tenderer fails to respond to any of the mandatory requirements listed below, their tender will not be evaluated any further.
- For each individual item the Tenderer is asked to respond, in no more than 300 WORDS, indicating how their service meets the requirement. For evaluation purposes the panel will only consider the first 300 words, with any additional word count being discarded.
- All items in this section are mandatory and are scored on a pass/fail basis.
- The table is laid out so that the tenderer can respond to each requirement alongside the question.
- The first column is a Reference number only.
- The second column specifies the Requirement.
- The third column, Compliance, should be used to indicate the Tenderer's ability to comply with the requirement using the letters Y/N which have the following meanings. The tenderer must respond with 'Y' or 'N' for each requirement.
 - o Y = Yes, the tenderer's solution meets this requirement.
 - o N = No, the tenderer's solution does not meet this requirement.
- The fourth column is the tenderer's response to the question. This should not be a Yes or a No. Each question requires a detailed response explaining how the tenderer's solution works in the specific aspect of the question, particularly highlighting any limitations and

the strong points of the functionality. Please do not answer a question by referring to an answer already supplied to a prior question. Answer each question in full.

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
3	The portal (Wellbeing Hub and Helpline) shall be available to all employees listed in section 4. It will be web based and hosted by the Service Provider.	Y	<p>Wisdom</p> <p>Wisdom, our digital offering, is an app and portal hosted by Health Assured, containing an abundance of wellbeing resources at the hands of all employees at Wigan Council.</p> <p>Available on all Android and Apple platforms via the Google Play Store and IOS Store, the app can be accessed from both home and work devices 24/7/365. This is included in the Complete EAP package.</p> <p>Each company has a unique username and password that are shared with employees.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
3	<p>An up to date, accurate, comprehensive, secure, and confidential health record system is provided.</p>	Y	<p>All data, including counsellors' notes following each counselling session is stored securely on our case management system, Salesforce, where we classify data according to sensitivity.</p> <p>Unique user IDs are assigned based on role and access requirements, and it is not possible to remove unencrypted data from site. Access to the system is password restricted and data is only stored for as long as necessary, after which time it is securely destroyed.</p> <p>Employees must only access, vary, erase, copy, or make use of any information in the Company's records for the proper discharge of duties of employment and to the extent that they</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>are authorised to do so. They must not access, vary, erase, copy, or make use of any information in the Company's records in such a way as to place the company in breach of its legal obligations under the Act. Any failure to abide by these provisions may result in disciplinary action. Access to data is locked down to trusted IP addresses.</p> <p>From a reporting perspective, management information is provided on a consolidated, anonymous basis to provide informative utilisation and trend data, whilst maintaining the confidentiality of the service.</p>
3	Provider has a robust business continuity plan in place to ensure service access is maintained.	Y	<p>Facilities: For facility continuity, we operate from multiple sites across Manchester, Hinckley, Glasgow, London, and Ireland. These sites are equipped with central call</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>routing, enabling us to quickly respond to client needs and provide support from alternative locations. In the event of facility disruptions, our counselling services can be provided from alternative locations, with additional support from counsellors working remotely. We also have access to the Phoenix Old Trafford Recovery Centre in Manchester, a separate disaster recovery location.</p> <p>Telephony: We have invested in a resilient telephony infrastructure through Ring Central. This platform offers messaging, video conferencing, and phone calls in one unified system. Ring Central operates in over 110 countries and incorporates robust security measures. In the event of a complete loss of phone services, our staff will relocate to our Recovery Centre or use mobile phones for continued service. We</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>also have a secondary helpline that calls can be transferred to in case of any incapacitation of the primary helpline.</p> <p>Staff Absence: Our network of 2,400 counsellors provides instant scalability. If a counsellor cannot attend a face-to-face session due to unplanned absence, we will seamlessly transition to remote counselling sessions, allowing service users to connect with a counsellor via video or phone calls. If remote counselling is not feasible or suitable for the service user, we will explore alternative options, such as assigning another qualified counsellor who can provide the necessary support.</p> <p>Systems: Our systems are backed by a cloud-based data storage infrastructure that adheres to ISO 27001 standards. We</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
4.1	The Service Provider has the capacity and expertise to provide telephone and face to face counselling and a Wellbeing Hub and Helpline to eligible groups.	Y	conduct regular vulnerability assessments and employ security tools to monitor and detect threats. Our disaster recovery mechanisms include real-time data replication between production and recovery centres, ensuring data integrity. We use Salesforce.com for data management, which employs robust security measures, including encryption, intrusion detection systems, and strict access controls.
			With our 150+ helpline counsellors, network of over 2400 affiliates, and strong operational team, Health Assured will provide Wigan Council with a highly qualified and efficient workforce, devoted to fulfilling the wellbeing objectives that the authorities aspire to achieve.

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Working at 110% capacity means that we can easily scale up and down at any given point, and our Workforce Planning Team continuously monitor usage, peaks and resourcing across our counselling network daily, ensuring we have sufficient coverage.</p> <p>Telephone Counselling Our high-quality telephone counselling is delivered through an in-house team of over 150 BACP-accredited counsellors and advisors. Each session is as per the therapeutic hour, lasting 50 minutes with 10 minutes allocated for the counsellor to make their case notes. We champion the use of structured telephone support as the outcomes from those who receive telephone counselling are positive. We believe that in part, this is due to the relative anonymity and ease of accessing counselling via telephone rather than engaging in face-to-face support.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Face-to-Face Counselling Health Assured's high-quality counselling and work-life support is delivered through a network of over 2,400 active affiliate counsellors and practitioners across the British Isles. This includes over 179 BACP practitioners, 151 Eye Movement Desensitisation and Reprocessing (EMDR) practitioners, 350 Cognitive Behavioural Therapy (CBT) specialists, 22 training instructors, 51 CISM responders, and 8 psychologists. They continually recruit to the network to offer a variety of therapeutic approaches, enabling them to consistently deliver high quality face-to-face counselling.</p> <p>Video Counselling</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>We offer online counselling via secure VOIP including video link, whereby individuals can speak with a counsellor over the internet one-to-one in real time. We use a customised version of Zoom specifically for Health Assured clients, which is HIPAA compliant. Through this, we provide video counselling, VOIP, instant messenger, or a combination of these.</p>
4.2	<p>The Helpline service can be accessed through a free-phone number with UK based call centres.</p>	Y	<p>Health Assured operate from 5 sites: Manchester, Hinckley, Glasgow, London and Core (Ireland).</p> <p>We never use answerphones, divert your calls, or use external triage services – all your calls are always answered locally in the UK.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
4.2	<p>Services are independent and confidential and delivered by suitably qualified counsellors. Continuity of counsellor can be maintained.</p>	Y	<p>Confidentiality: Confidentiality is a cornerstone of our services. All counselling sessions between the client and the relevant professional are strictly confidential. Our counsellors follow the BACP guidelines to prevent unauthorised disclosure. The only exception to confidentiality is if there is a serious risk of harm to the caller or others. In such cases, we have a legal obligation to share personal data with relevant authorities to protect the vital interests of the individual(s).</p> <p>Qualified Counsellors: All counsellors work in line with our minimum organisational requirements:</p> <ul style="list-style-type: none"> • Qualification in Counselling or

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Psychotherapy, recognised by the BACP, UKCP, or BABCP;</p> <ul style="list-style-type: none"> • Accreditation with governing body BACP, BABCP, UKCP, or BPS; • Minimum four years' post-qualification experience; • Demonstrate commitment to continuous CPD; • Demonstrate understanding of working with clients presenting at risk; • Demonstrate ability to work within workplace counselling and short-term therapy; • Access to suitable therapy rooms in line with BACP guidance, passing Health Assured's premises checks; • Indemnity Insurance up to minimum value of £1,000,000; • Formal arrangement for counselling supervision; • Established and running for 4 years including:

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<ul style="list-style-type: none"> ○ 250 hours counselling training (100 hours skill development and 150 hours of theory). ○ 250 hours supervised counselling practice; and ○ Private client contact time of at least 40 hours and 5 clients in the past year. <p>Continuity of Counsellor: Our Case Management team match users with a counsellor who can effectively meet the user's needs and ensure continuity of counsellor for the full duration of their sessions. This is done by communicating with all affiliate counsellors within our SLA range of 10 miles or 30 minutes travel who indicate their capacity to deliver the required services. We enquire about any upcoming annual leave that may affect their ability to deliver the six-session model. The Case Management then make an informed</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>decision about which affiliate counsellor is best placed.</p>
4.2	<p>The service includes an online resource (Wellbeing Hub) for employees providing comprehensive self-help materials and information that meets agreed quality standards.</p>	Y	<p>Our Wisdom app and platform stands as a practical hub for mental and physical wellbeing. The app and portal deliver tailored content for their wellbeing. Push notifications encourage employees to use the app.</p> <p>On contract commencement, our Client Services Team will provide your key management team with a welcome pack via email including the unique code your employees will use to register an account on Wisdom.</p> <p>Available Google Play Store and IOS Store.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Features include (but are not limited to):</p> <ul style="list-style-type: none"> • Access to wellbeing webinars, mental health guides and articles, and Health Assured's official Peace of Mind Podcast. • A personalised newsfeed with mood trackers, guided meditation, breathing exercises, recipes, fitness plans, and yoga. • Live reporting of how your people are interacting with the app. • User perks and discounts available. • 4 week plans for lifestyle changes. • Integration with fitness apps on Apple, Android and Google devices.

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<ul style="list-style-type: none"> Live chat and video chat – Wigan Council employees can access the designated contact section, providing them with a ‘Start a Con-versation’ button. Available 24/7/365, one of our qualified in-house counsellors will then reply, with no use of AI.
4.2	Services can accommodate both management and self-referral.	Y	<p>We adopt a multi-disciplinary approach, accepting referrals from multiple sources, including self-referrals, manager referrals, Occupational Health referrals, other authorised personnel.</p> <p>Self-referral:</p> <ol style="list-style-type: none"> Individuals contacting Health Assured are answered within 30 seconds by a qualified counsellor via call or chat. The counsellor gathers essential

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>information and assesses the caller's needs to connect them with the right specialist.</p> <ol style="list-style-type: none"> 2. Our counsellors use therapeutic tools to manage distress effectively. 3. If structured counselling is needed, our Case Management Team matches individuals with a counsellor within two working days, offering the first session within three working days, ensuring timely resolution. Urgent cases receive their first session within 24 hours if clinically appropriate. 4. The counsellor will regularly review the individual's progress, reassess goals, and make necessary adjustments to the treatment plan, ensuring support remains relevant to their needs.

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>5. A closure session is conducted to reflect on their progress and discuss strategies for maintaining their well-being in the long term. We also offer aftercare support, providing individuals with resources, further signposting, and recommendations for additional services.</p> <p>Manager/OH Referral:</p> <ol style="list-style-type: none"> 1. On contacting the service, each manager, or authorised personnel will complete an 'EAP Management Referral Form' via our 'EAP Management Referral Portal'. The link to this portal will be in your welcome pack on contract commencement. 2. One of our 150 in-house counsellors will make an outbound call to the

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>referred individual within a maximum 24 hours. Our counsellor will listen and assist the individual in navigating their emotions. We prioritise every call as potentially needing immediate and urgent support. This approach effectively manages distress and helps reduce absenteeism related costs for Wigan Council.</p> <p>Subsequent stages (Stages 3 – 5) follow the same as the self-referral. Where the employer has contacted the us, it would be Health Assured's remit to report back to the employer.</p>
4-2	Counsellors taking calls at the initial contact point have	Y	Upon contract award, your Relationship

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	access to up-to-date databases of credible recognised support agencies.		Manager will compose a client profile of you. This details all your unique requirements as well as any services that you would specifically like us to signpost into. To showcase our commitment to providing you an excellent EAP service, we will signpost to organisations and charities local to Wigan.
4.2	The Service Provider has the capacity and expertise to provide initial assessment & up to 6 counselling sessions per issue, per contract year, that should be in line with clinical best practice.	Y	<p>Your employees will be provided with up to 6 face-to-face, telephone, and online counselling sessions per employee, per issue, per year.</p> <p>Our counselling sessions are delivered via our in-house team of over 150 BACP counsellors, supported by a wider network of over 2,400 active counsellors and practitioners across the British Isles.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>As an ISO9001, ISO27001, ISO14001, and ISO45001 accredited organisation, with memberships with the Employee Assistance Professionals Association (EAPA), Employee Assistance European Forum (EAEF), and Stonewall Diversity Champions Programme, we can evidence the high standards that our teams work to.</p> <p>Additionally, Health Assured is the only EAP provider on the BACP accreditation list at an organisational level. This accreditation sets us apart from other providers and demonstrates our commitment to upholding the highest clinical and ethical standards.</p> <p>This accreditation goes beyond just having BACP member counsellors. It stands as proof that every aspect of our</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>operations strictly adheres to the most rigorous clinical and ethical standards.</p> <p>What this means for our clients is a firm guarantee of the highest clinical quality. Our services are not only safe and secure, but they're also expertly managed, surpassing the already stringent requirements of our ISO accreditations and requirements.</p>
4.2	Telephone counselling sessions are a minimum of 30 minutes in duration.	Y	Each session will be as per the therapeutic hour, lasting 50 minutes with 10 minutes allocated for the counsellor to make their case notes.
4.2	Services are accessible to users with additional needs/disabilities.	Y	LanguageLine - This is a service we have implemented to accommodate those whose first language is not English. We provide access to high-quality interpreters through LanguageLine Solutions, offering support in

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>up to 240 languages. We can provide this service for telephone, web-based, or face-to-face.</p> <p>Relay - We also have integrated Relay UK compatibility, allowing users who may have hearing and/or speech difficulties to speak with one of our counsellors or advisors via a Relay assistant if they wish to do so. This service will be accessible via mobile, or the Relay UK mobile app.</p> <p>Deaf4Deaf - Many deaf or hard of hearing service users can lip read and choose to engage in face-to-face or online counselling. We are committed to exceeding accessibility needs, as such we also partner with a specialist Deaf4Deaf network of qualified BSL, ISL, ASL, and Oral (mixture of sign and spoken word) counsellors for online counselling sessions where requested).</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Provision of Accessible Counselling Sites - All our counsellors are members of the BACP, and we will ensure initial and regular checks, and require counsellors to provide evidence of accessible premises that are conducive to effective counselling. When an individual decides to commence face-to-face counselling, we ensure they are matched with a counsellor who can provide the necessary provisions around accessibility or can make reasonable adjustments to ensure equality of access throughout the counselling process.</p> <p>Neurodivergence - In acknowledgement of increasing awareness surrounding neurodiversity and the challenges faced by people with learning difficulties, Health Assured has taken strides to offer a range of resources that keep these accessible to individuals regardless of ability. This</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			includes using an easy read format option for neurodiverse service users and personnel with learning disabilities which keeps information, language, and structure simple with a minimum of size 14 font.
4.3	A fast-track referral option for face-to-face counselling is available.	Y	<p>We offer a dedicated fast-track referral option for urgent cases enabling us to expedite the appointment scheduling process.</p> <p>All urgent / red flag cases will have first counselling session offered within 24 hours of first contact (if deemed clinically appropriate and necessary).</p>
4.3	Access to trauma therapy is available as requested by the HR and OD service, following completion of a TRIM	Y	Health Assured's UK-wide critical incident response service is coordinated by an in-house trauma and wellbeing team,

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	assessment.		<p>supported by a national network of 150 critical incident responders, who are appropriately skilled and qualified, enabling us to respond to any major incidents in a timely and appropriate manner.</p> <p>We will provide 24/7/365 access to critical incident support as and additional ad-hoc service. This service will be delivered via our trained in-house trauma practitioners. Staff with the authority to invoke critical incident support can access telephone support for immediate advice and recommendations regarding appropriate actions to support those affected.</p> <p>In the event of any major incident, our expertise and resources enable us to respond in a timely and appropriate manner. Our teams attend training delivered by KTRS international to enable them to become trauma coaches on the helpline, which</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>allows us to provide 24/7/365 support to support user's recovery from the psychological and emotional impact of trauma, and to support staff when critical incidents occur. The teams also provide extensive support to first responders both onsite and during clear-up operations.</p> <p>We assign the most appropriate intervention under the circumstances and in conjunction with the telephone support, we can provide information pertaining to traumatic events and reactions one may experience. Our counsellors on the helpline will provide psychoeducation regarding the psychological and physical responses to trauma and will normalise the individual's response, reiterating the importance of self-care, particularly during the initial aftermath of a traumatic incident.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>Follow-up trauma aftercare support is guaranteed following a CISM debrief and provided on an individual or group basis as required, in the form of literature and factsheets, and 24/7 support via Health Assured's in-house trauma-trained counselling. The Council will be kept informed throughout the CISM response through a key contact.</p>
4.3	<p>Face-to-face sessions should be located within a reasonable travel distance from the employees location of work.</p>	Y	<p>As per our internal service level agreements (SLAs), face-to-face counselling appointments are offered within 30 minutes or 10 miles of an employee's place of work or home. Our target is 90%, but as of our last SLA reporting period in August 2023, we achieved 100% against this target.</p>
4.3	<p>The Service Provider has the capacity and expertise to provide initial assessment & up to 6 counselling sessions per issue, per contract year, that should be in line with clinical</p>	Y	<p>Your employees will be provided with up to 6 face-to-face, telephone, and online counselling sessions per employee, per</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	best practice.		<p>issue, per year.</p> <p>Our counselling sessions are delivered via our in-house team of over 150 BACP counsellors, supported by a wider network of over 2,400 active counsellors and practitioners across the British Isles.</p> <p>As an ISO9001, ISO27001, ISO14001, and ISO45001 accredited organisation, with memberships with the Employee Assistance Professionals Association (EAPA), Employee Assistance European Forum (EAEF), and Stonewall Diversity Champions Programme, we can evidence the high standards that our teams work to.</p> <p>Additionally, Health Assured is the only EAP provider on the BACP accreditation list at an organisational level. This</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>accreditation sets us apart from other providers and demonstrates our commitment to upholding the highest clinical and ethical standards.</p> <p>This accreditation goes beyond just having BACP member counsellors. It stands as proof that every aspect of our operations strictly adheres to the most rigorous clinical and ethical standards.</p> <p>What this means for our clients is a firm guarantee of the highest clinical quality. Our services are not only safe and secure, but they're also expertly managed, surpassing the already stringent requirements of our ISO accreditations and requirements.</p>
4.3	Face to face counselling should be a minimum of 45 minutes	Y	As per our telephone counselling

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	in duration.		sessions, face-to-face counselling lasts for an hour.
4.4	Wellbeing Hub and Helpline is a 24 hour, 365 days a year service.	Y	<p>Health Assured is proud to offer a true 24/7/365 wellbeing helpline where your employees can access in-the-moment support from a BACP registered counsellor at all times.</p> <p>Our wellbeing hub, Wisdom, is a mobile app and web platform that can also be accessed 24/7/365. This includes an abundance of resources, created to support users in their journey to improving their mental, emotional and physical wellbeing.</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
4.4	Face to face counselling services are available 52 weeks of the year, over a five day period, Monday to Friday, excluding Bank and Public Holidays. The service is provided between the hours of 09:00 hours to 20:00 hours. Provider can deliver face to face services outside of normal hours if required.	Y	Counselling sessions throughout the duration of the contract with Wigan Council will be offered between 08:00am – 20:00pm, including all face to face, telephone, and online sessions. Offering flexibility in time availability provides assurance that all employees from Wigan Council can commit to their counselling sessions without worrying about personal schedules.
5.1	Professional Indemnity/Medical Malpractice insurance cover meets Council and participating School's requirements for the services that are in place.	Y	Health Assured Insurance: Professional Indemnity and Treatment and Professional Liability (Medical Malpractice): £10,000,000
7.1-7.2	Comprehensive management information, agreed in consultation with the council/schools, is provided on a quarterly and annual basis through the service's portal. Management information is available across all purchased services and be available at Council / Directorate / Service /	Y	We will provide quarterly MI to Wigan Council, in addition to being able to meet ad-hoc requests for additional MI data as and when it is needed. This will be available

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
	School levels. The management information should be presented in graphical and tabular form along with the base data.		<p>across all services and Council/Directorate/Service/School levels.</p> <p>Our MI provides informative data demonstrating how services are being used and evidencing the return on investment. This will be presented and discussed at contract review meetings. Your Relationship Manager, Joanne Lister, will analyse any trends in the data and will work with you to develop appropriate promotion strategies and solutions to any concerns that arise.</p> <p>We present MI through clear coloured charts and tables in electronic formats (Microsoft Excel and PDF), showing monthly data as well as totals over the report period. Where possible, we categorise data by type of support utilised (telephone, face-to-face, legal advice, etc.) and nature / topic of the issue (mental</p>

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<p>health, relationships, financial, trauma, etc.) to ensure in-depth understanding and analysis.</p> <p>Breakdowns for individual departments / divisions can be provided through our 'Structured Data' tab, showing the cases, sessions, referrals, and presenting issues across individual business units. Specifically, our management information reports will include:</p> <ul style="list-style-type: none"> • Call summary • Utilisation summary • Calls by category • Top call categories • Work related calls • Benchmarking • Structured data • Demographics • Clinical outcomes

Lot 1 Specification Reference	Requirement	Compliance Yes / No	Service Provider Response
			<ul style="list-style-type: none"> • Workplace outcomes • Customer satisfaction

APPENDIX 1



Wigan Council - Implementation Plan

OWNER	INDIVIDUAL	ITEM #	EVENT	TASK	COMPLETED	BY WHOM	DATE	WEEK 1	WEEK 2	WEEK 3	WEEK 4
				1.0 Project set-up and contractuals							
Council	HA	1.1	Contract Award	Council contract award notification - date confirmed							
Council	HA	1.2	Contract Review	Contract review and party signatures - date signed							
Council	HA	1.3	Confidence Calls	Implementation - plan reviewed and agreed							
Council	HA	1.4	Contract Meetings	Contract meetings scheduled with the authority and relevant parties							
Council	HA	1.5	Go-live	Go-live date confirmed							
Council	HA	1.6	Post-implementation review	Post-implementation review date agreed - 4 weeks following official go live							
				2.0 Council familiarisation							
Council	HA	2.1	Implementation meeting	Key stakeholders and responsibilities agreed / awareness of authorised persons							
Council	HA	2.2	Implementation meeting	Discuss council structure and operating departments (if applicable)							
Council	HA	2.3	Implementation meeting	Review of requirements for success - confirm SLAs and internal measures							
Council	HA	2.4	Implementation meeting	Review historic EAP data and trends (if available)							
Council	HA	2.5	Implementation meeting	Review existing promotional material and current mediums for communication							
Council	HA	2.6	Implementation meeting	Identify internal training requirements, support teams for HA and the council, inc OH ref teams where appropriate							
Council	HA	2.7	Implementation meeting	Agree launch strategies, RM support, contact key points of contact for escalation and any supplier, personnel awareness							
Council	HA	2.8	Implementation meeting	Agree critical incident requirements, pathways, in crisis/ref flag cases, safety critical roles							
Council	HA	2.9	Implementation meeting	Review referral pathways with occupational health or other wellbeing providers - points of contact and any other supporting/proposing requirements for services and internal clinical teams							
				3.0 MI and marketing							
Council	HA	3.1	Implementation meeting	Discuss reporting capabilities as per size of trust and confidential risk management with reporting cycle, example MI provided, confirm format and frequency							
Council	HA	3.2	Implementation meeting	Discuss reporting suite, discuss implementation and roll out of the app and how to increase engagement supporting access to useful resources and connection with the EAP helpline digitally							
Council	HA	3.3	Implementation meeting	Confirm hierarchy where appropriate (requirements of a minimum of 50 staff in each operational department)							
Council	HA	3.4	Implementation meeting	Discuss ongoing marketing of the service - calendar, promotional material, webinars and 12 month strategy							
Council	HA	3.5	Implementation meeting	Confirm electronic promotional material to be utilised and fulfilment process (Market) for variety of monthly comms							
Council	HA	3.6	Implementation meeting	Confirm in-train content available / USSO links can be offered, internal wellbeing channels and wellbeing calendar, up and coming events at launch							
Council	HA	3.7	Implementation meeting	Wigan Council to confirm recipients of monthly newsletters and related comms							
Council	HA	3.8	Implementation meeting	Wigan Council to confirm recipients of MI and email addresses for access to the reporting suite of Wisdom app							
				4.0 Launch and promotion							
HA, incumbent Council	HA	4.1	Implementation meeting	Council to liaise with incumbent EAP provider to ensure all communication channels updated for transition and go-live (if required)							
HA	HA	4.2	Implementation meeting	Council to confirm headcounts breakdown for hierarchy							
HA	HA	4.3	Implementation meeting	Council to confirm circulation of promotional materials and responsibilities							
Council	HA	4.4	Implementation meeting	Key personnel and/or staff of the Council digital awareness presentations scheduled							
Council	HA	4.5	Implementation meeting	Sign off promotional framework for calendar year - dates held in diary							
Client	HA	4.6	Implementation meeting	Council to confirm updates to existing links on intranet and in other internal platforms have been actioned							
Council	HA	4.7	Implementation meeting	Confirm all quarterly meeting dates and attendees for next 12 months - dates held in diaries to support service review							
				5.0 Health Assured operational set-up							
HA	HA	5.1	Implementation meeting	Shared familiarisation of the councils operating departments - training and communication to internal teams							
HA	HA	5.2	Implementation meeting	Trust and council teams on agreed critical incident requirements, pathways, in crisis/ref flag cases, safety critical roles and key points of contact for escalation							
HA	HA	5.3	Implementation meeting	Review of current therapy usage and work force planning with Ops Mgr & HOD Clinical Services							
HA	HA	5.4	Implementation meeting	Counselling network recruitment (if applicable) and review of expected demand through internal resourcing model with Clinical Services Mgr & HOD Clinical Services							
HA	HA	5.5	Implementation meeting	Case management system updated, links to existing support structures and test with Clinical Services Mgr							
HA	HA	5.6	Implementation meeting	Communication with local counselling network, where required - Clinical Services Mgr							
HA	HA	5.7	Implementation meeting	Provide online access login codes for mobile app and online wellbeing portal and check for access							
HA	HA	5.8	Implementation meeting	Desktop requirements phone line test for go live with Ops Mgr (where desktop set up required and agreed in contract)							
Client	HA	5.9	Implementation meeting	To confirm welcome email content circulated internally & final launch checks							
HA	HA	5.10	Implementation meeting	Client Services implementation final checks, account set up and go live, key contacts detailed, relevant task generation for MI, review meetings							

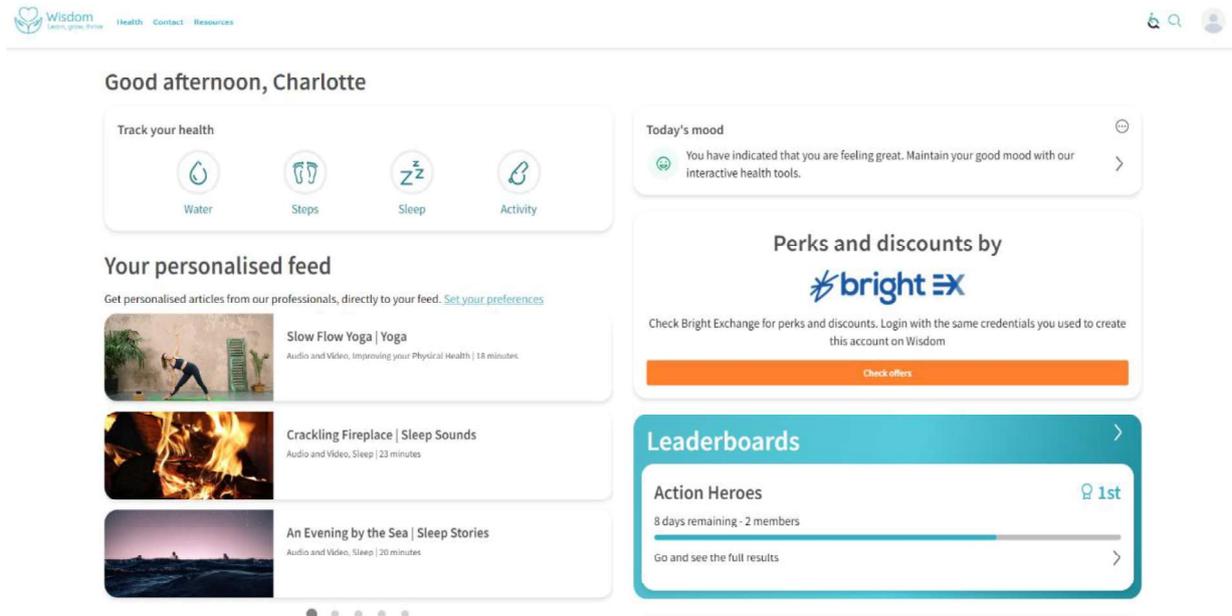
Relationship Manager	Jovane Lister
Head of Client Success	Sarah Brimacombe
Head of Relationship Management	Sarah Brimacombe

Key points of contact	"Client"
Key contact	
Marketing / distribution contact	
Escalation point of contact	

Appendix 2

Q6. IT Systems

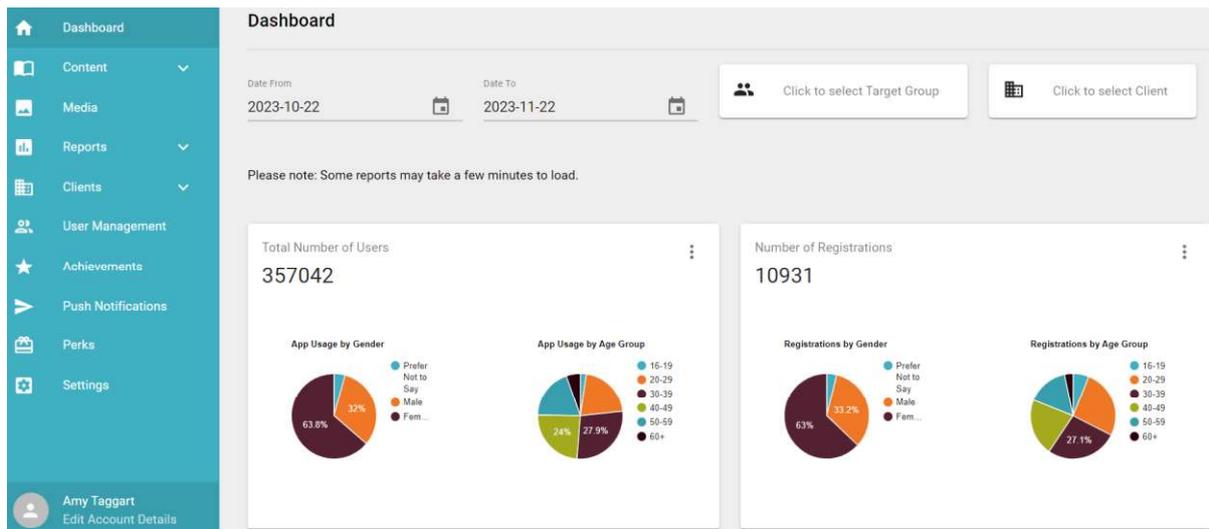
Screenshots of our Wisdom app and portal dashboard:



Appendix 3

aQ6. IT Systems

A screenshot of our Wisdom app and platform back-office reporting suite:



Schedule 3 Charges

1. Charges for the services

Lot 1 EAP and Counselling Service Price Schedule

Tenderer: Health Assured Limited

Requirement	* Estimated usage required (pa)	Unit cost Cost for each annual total	Total cost	Comments
Employee Assistance Programme / Counselling				
Wellbeing Hub and Helpline -	8500	£ 4.72	£ 40,120.00	price per employee annual numbers up to 8500
Wellbeing Hub and Helpline -	8000	£ 4.75		price per employee annual numbers up to 8000
Wellbeing Hub and Helpline -	7000	£ 4.80		price per employee annual numbers up to 7000
Additional counselling session (EAP) Ad Hoc	tba	£ 59.00		Price per additional session
Face to Face counselling session	850		0	Included in pricing above
Estimated cost p/a			£ 40,120.00	

Additional Services				
Trauma therapy		£ 125.00		(part of the Enhanced Psychological Services)
CISM (Critical Incident Stress Management)		£ 1,000.00		Half day support
		£ 1,500.00		Full day support
Wellbeing workshops and webinars		£ 890.00		Half day workshop
		£ 1,350.00		Full day workshop
		£ 400.00		Webinar
Mental Health first aid course		£ 3,000.00		8 - 16 delegates
		£ 1,325.00		Refresher Course
Mental Health Champion course		£ 2,000.00		8 -16 delegates
Suicide first aid course		£ 1,850.00		(SFAUSI)
		£ 1,350.00		Lite course
Enhanced Psychological Services (EPS)		£ 360.00		Pre Psychological Assessment (including report)
		£ 360.00		Post Treatment Psychological Assessment (including report)
		£ 125.00		per session
Structured Professional Support		£ 95.00		per session
		£ 645.00		Group structured professional support

*Estimated usage per annum the actual figure will be agreed between the Parties

Unit cost fixed for two years

2. Invoicing arrangements

Annual headcount to be confirmed in March each year and will be invoiced retrospectively for the annual cost. Trauma therapy to be costed as pay as you go monthly in arrears.

Payment will be made 30 days after receipt of a correctly rendered invoice.

Invoices should detail the Contract Number and must be addressed to:

**HR & Organisational Development
Wigan Council
Wigan New Town Hall,
Library Street,
Wigan WN1 1YN**

and emailed in PDF format to: healthandwellbeing@wigan.gov.uk

3. Address for Notices:

Notices should be sent to:

Customer -

Lisa Selby
Assistant Director HR & Organisational Development
Customer Directive
Wigan Council
Wigan New Town Hall
Library Street
Wigan
WN1 1YN

Email 

Supplier –

Joanne Lister
Relationship Director
Relationship Management
Health Assured Limited
The Peninsula
Victoria Place
Manchester
M4 4FB

Email: *joanne.lister@healthassured.co.uk*

4. Council and Contact / Project Manager(s)

Customer -


Business Partner - Team Wigan Experience
Customer Directive

Wigan Council
Wigan New Town Hall
Library Street
Wigan
WN1 1YN

Email [REDACTED]

and

[REDACTED]
Business Partner - Resourcing
Customer Directive
Wigan Council
Wigan New Town Hall
Library Street
Wigan
WN1 1YN

Email [REDACTED]

Supplier –

Joanne Lister
Relationship Director
Relationship Management
Health Assured Limited
The Peninsula
Victoria Place
Manchester
M4 4FB

Email: *joanne.lister@healthassured.co.uk*

Schedule 4 Data protection

Subject to the Controller to Controller DPA to be agreed by both parties within 4 weeks of Contract Signature

Your Assistance Programme

A 24/7 helpline from Health Assured. Wellbeing and mental health support to get you through life's issues, problems, and worries.

Free 24-Hour Confidential Helpline



Your healthy advantage

Registered Office: The Peninsula, Victoria Place, Manchester, M4 4FB
Registered in England. No 6314620

Pop out this card for future use.



Your Assistance Programme

It's not easy to balance the pressure of work, home life, and any other personal issues that you may be experiencing. Health Assured provides support and guidance for you and your immediate family.*

What can I use this service for?



24/7 confidential support

Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgemental manner.



Your Assistance Programme

- Stress & anxiety
- Debt
- Work
- Addictions
- Relationships
- Legal



Free 24 Hour
Confidential Helpline

Download Wisdom now



wisdom.healthassured.org

*Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household.



Individual Frequently Asked Questions

Assistance Programme FAQs

What is an Assistance Programme?

An Assistance Programme is a confidential service designed to help you deal with personal and professional problems that could be affecting your home life, work life, health, and general wellbeing. Our helpline is available 24/7, 365 days a year.

Are my calls confidential?

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.
- In such circumstances, the caller will always seek guidance before breaching confidentiality.
- Analytical usage data may be shared with your employer (excluding identifying factors).

Who can use this service?

We believe that one of the best ways to support you is to support your immediate family as well:

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.

What services are available?

- Confidential telephone helplines available 24/7
- Formal counselling, in the form of either in person or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Critical incident support*
- Wisdom Ai - Our search engine style wellbeing tool

*Chargeable at additional cost

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- ☺ Personal legal information or tax support
- ☺ Family issues including childcare and eldercare
- ☺ Housing and tenancy concerns
- ☺ Bereavement or loss
- ☺ Relationships and marital changes
- ☺ Medical information

What's included with the critical incident support?

Our trauma-trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and the Republic of Ireland.

Free 24-hour confidential helpline:





Contacting your Assistance Programme

A Guide

Contents

When should I contact Health Assured?.....	3
How can Health Assured help me?.....	3
What’s the process when I call Health Assured?.....	4
What does a counselling call look like?.....	4
What does an advisory call look like?.....	5
Why are my personal details taken?.....	5
Will Health Assured contact my employer?.....	6
Will you contact my GP?.....	6
What happens if I want to access structured counselling?.....	7
What happens during a counselling session?.....	7

When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. We know how difficult it can be to take those first steps. Our qualified and experienced counsellors are ready to listen and provide guidance when you need them the most.

You may be looking for some practical advice. Health Assured have qualified legal advisors who will assist you with any legal matters or queries. Our service is available 24/7, 365 days a year so help is always available.

How can Health Assured help me?

Health Assured provide emotional support and practical guidance. The counsellors will conduct a preliminary assessment over the phone and provide early interventions. You can take advantage of our structured counselling or use the helpline to work through your current situation.

If you have any practical concerns, our legal advisors can help. They will provide advice and guidance on issues such as:



Writing a will



Divorce procedures



Probate costs



Tenancy and housing



Boundary disputes



Motoring issues



Property and partnership rights

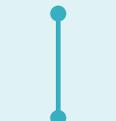
What's the process when I call Health Assured?



A qualified counsellor or legal advisor will answer your call. If it's your first call, we'll ask you for the name of your organisation and your contact details. Health Assured use this information to get you set up and ready on the system.



If you've contacted us before, we'll ask you some security questions, including your date of birth and postcode. Data security is important so you must answer correctly to continue.



We'll ask you what your call relates to. This is to make sure you get the right support as quickly as possible. For example, if a counsellor answers and you need legal advice, we will transfer you to an advisor. In the unlikely event that the appropriate counsellor or advisor is unavailable, we'll arrange a call-back at the best time for you.

What does a counselling call look like?

Our counsellors use a proactive and empathetic approach. We will provide you with ample time and space to talk about your concerns and provide guidance and mindfulness techniques that will help you in the present moment.

A few simple changes are often enough to make a world of difference. Our counsellors may suggest useful resources that will help you make those changes. At the end of the call, the counsellor will also explain the options available to you moving forward.

You can choose to simply call back if you would like to talk again or if you would like to explore the option of structured counselling. We will offer to complete a clinical assessment with you. But don't worry, this isn't as drastic as it sounds – the assessment takes around 20 minutes, and the questions will ensure we get you the best support possible.

Our counsellors are available **24,7, 365 days a year.**

What does an advisory call look like?

Our advisors use the same proactive and empathetic approach as our counsellors. We're experts in legal processes, obligations, and liabilities. We'll listen to your challenges and offer practical guidance on the best way to proceed.

While our advisors aim to resolve your challenges in-house, sometimes we'll need to direct you to external resources to ensure you are receiving the most appropriate advice.

Why are my personal details taken?

Health Assured's Assistance Programme is confidential, and your personal details will never be shared unless it's an emergency. In order to provide the best service, our counsellors and advisors will ask for a few details including your name, address, contact number, and date of birth. We'll also ask if it's okay to leave you a voicemail or send you an SMS – it's fine to say no to these.

We treat your data with total confidence. All employees are bound by ethical and legal frameworks and the service is **ISO27001** accredited*.

Will you contact my GP?

In most cases no. Health Assured would only need to share, if the following applies:

- We believe that someone is at risk of serious harm.
- You asked your GP to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or having suicidal thoughts.
- Your GP has been informed about potential acts of terror or bombings.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

*ISO 27001 certification is a globally recognised standard for information security and demonstrates Health Assured's commitment to information security best practices. Health Assured is committed to keeping our client's and service user's data safe. ISO 27001 accreditation shows continued improvements in maintaining the protection of information security through risk assessments, policies, and compliance with effective information security management.

Will Health Assured contact my employer?

Health Assured provide a confidential service. We won't contact your organisation or occupational health team when you call the helpline.

We will only contact your employer after receiving a referral form. If your organisation wants to refer you to Health Assured, they must have your written consent. We will email your organisation after receiving a referral form to acknowledge its receipt, and again if we are unable to contact you.

What happens if I want to access structured counselling?

If you decide structured counselling is for you, one of our counsellors will carry out a clinical assessment.

Health Assured will take into consideration biological, psychological, and social factors during the assessment. This is called the 'biopsychological model of health' and it allows the counsellor to explore your concerns and identify your goals for the counselling sessions.

We know that it's not always easy to answer personal questions but by using this approach, we aim to put your mind at ease and make the assessment as comfortable as possible. It usually takes around 20 minutes and can be completed over the phone. The assessment is a vital part of the therapeutic process to be completed at a time that suits you. After the assessment, your counsellor will identify the most appropriate treatment for you.

What happens during a counselling session?



You will work with the same counsellor on a weekly basis, and each session will last for 50 minutes. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling and help you to identify a way forward.



Our counsellors use a solution-focused approach which focuses on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness and helps to build change.



You'll set targets and goals during the sessions, building your own plan and resources with help from your counsellor.



Health Assured Ltd
The Peninsula, Victoria Place
Manchester, M4 4FB
0800 206 2534

healthassured.org





Legal Information and Guidance

Free 24-hour confidential helpline

health  assured

Legal Information and Guidance

The Health Assured 24/7 confidential helpline and Wisdom app give you access to legal information and guidance on a wide range of issues including personal, financial, and legal matters.

Our in-house legal advisors are fully trained and have extensive experience in providing immediate support to individuals in their time of need. The Health Assured legal team will assist with a wide range of issues by providing information on legal processes, obligations, and liabilities, enabling you to identify your next step and make informed decisions about the best way to resolve the issue at hand.

Common reasons for calling include:

- Consumer rights
- Medical negligence
- Landlord and tenant
- Family and matrimonial law
- Motoring offences
- Housing and property law
- Childcare & eldercare
- Personal injury
- Civil litigation
- Wills and probate

Our helpline also provides guidance and signposting for debt and money management including:

- Budgeting
- Debt management plans
- Mortgage advice
- Buying or renting a property
- County court judgements
- Equity release
- Negotiating with creditors
- Benefits and grants
- Financial calculators

The reasons listed above are examples- our legal support service covers a wide range of topics, and your call will never go unanswered. The Health Assured 24/7 confidential helpline makes it easy for you to access support, information, and counselling as a fully integrated package. We have a range of resources available on our Wisdom app, giving you access to tools that promote a healthy lifestyle and greater wellbeing.

Download the Wisdom App

Unique code:





Assistance Programme

Manager's Guide

health  assured

Welcome to Health Assured

Health Assured are proud to be the Assistance Programme provider for your organisation. But in order for you and your people to have all of the benefits available, it's important that everyone is aware of what they have at their disposal and how to access it.

When introducing an Assistance Programme to your people, it's vital that your wellbeing stakeholders and managers raise awareness about the service, while also developing an understanding of how it can support you and your team.

What is an Assistance Programme?

An Assistance Programme is a confidential service that provides support and guidance with any personal or professional problems that may affect your overall health and wellbeing.

This guide has been created to assist you in speaking with confidence about everything it can offer you and your people.

Summary of Services

- ☺ **Life Support:** Access in person, telephone, and online counselling.
- ☺ **Legal Information:** Support for debt management, in addition to consumer, property, or neighbour disputes that can cause emotional distress.
- ☺ **Bereavement support:** Advice, guidance, and counselling for grief in bereavement, as well as legal support for grief-related legal matters.
- ☺ **Medical information:** Practical advice, guidance, and support from qualified nurses for a wide range of medical-related health issues.
- ☺ **Online CBT Support (as applicable):** Self-help modules, fact sheets and guidance videos from leading qualified counsellors for a wide range of needs, including anxiety, depression, and menopause.

Managerial and HR support

- ☺ Manager consultancy and support
- ☺ Team building and conflict resolution
- ☺ Return to work support
- ☺ Conflict resolution
- ☺ Bullying and harassment support
- ☺ Wellbeing referral
- ☺ Employment Law and HR line
- ☺ 24/7 critical incident stress support
- ☺ Management telephone support

Benefits to your organisation

- ☺ Unified and motivated teams across your organisation
- ☺ An increase in the wellbeing of your people
- ☺ Enhance organisational reputation
- ☺ Absent team member support
- ☺ Increased staff retention
- ☺ Increased staff loyalty
- ☺ Supports duty of care

This manager's guide contains information to assist you further in promoting the services within your team, as well as guiding you with any queries you may have.

Additional Managerial Support

Sometimes, managing or overseeing a team of people comes with challenges like organisational or individual conflict, difficult conversations about sensitive topics, and communicating about change.

Health Assured's managerial consultancy service* is available via the helpline, with on-site promotional support days, workshops, and briefings to provide more insights into creating a healthier, more supportive environment.

*Additional cost for digital EAP

Accreditation, Privacy, and Confidentiality

Health Assured's Assistance Programme has the wellbeing of your people foremost in mind. It was created as an aid to deal with personal or work-related problems that may affect wellbeing and impact effectiveness.

As the UK and Republic of Ireland's largest, award-winning provider of employee wellbeing solutions, Health Assured is committed to providing a first-class service to both our clients and their workforce. We provide a range of dedicated online and telephone services which are available 24 hours a day, 365 days a year.

Our Counsellors

Health Assured hold accreditation at an organisational level, meaning every process, policy, and protocol is rigorously picked apart. It's a prestigious accreditation that requires annual assessments. We are proud to have held this accreditation for over 5 years.

86% of Health Assured counsellors/affiliates currently hold accreditation with either BACP, BABCP, IACP, UKCP, NCS, or BPS. The remainder of our Affiliate Club are all fully registered members of these bodies and working towards accreditation.

We have a wide range of counsellors from many different backgrounds and different lived experiences. Promoting inclusivity and having a diverse workforce is at the forefront of Health Assured's ethos.

Our Legal Advisors

The Health Assured services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy, housing or boundary disputes and motoring issues.

Counselling Support

- ☺ Telephone support for any matter of concern ranging from bereavement and loss through to stress and anxiety.
- ☺ Legal and financial information for practical problems causing personal distress.
- ☺ Digital Cognitive Behaviour therapy (CBT)
- ☺ Managerial support, consultancy and coaching are available to managerial teams.
- ☺ Where there is deemed to be a clinical need, in person counselling sessions near to where you work or live are available (as applicable). Alternatively, structured telephone counselling may also be available (as applicable).
- ☺ Online and video counselling is also available (as applicable).
- ☺ Access to SilverCloud and Right Steps digital courses and support, such as CBT interventions and menopause cognitive behavioural therapy (CBT).
- ☺ Valuable virtual workshops and webinars.
- ☺ Enhanced services are available digitally and face-to-face, including Mental Health First Aid courses.

Privacy and Confidentiality

All calls are completely confidential; however, exceptions can occur when there is a risk of serious harm to the caller or others which requires us to share information with relevant authorities such as your GP or the emergency service.

Further information regarding how Health Assured processes personal data is contained in our privacy policy, which can be found at www.healthassuredeap.co.uk/privacy-policy/.

Assistance Programmes as a Management Tool

Assistance programmes are intended to improve the wellbeing and mental health of your people, while also increasing productivity and performance through engagement with the service. Your Assistance Programme will work alongside your managerial duties to provide positive outcomes for issues like poor performance, unprofessional behaviour, and negative attitudes.

The service is designed to provide a mutually beneficial outcome for management, HR, and individuals alike.

When to use the Service

For managers, it can be a challenge to know when to step in and offer support without overstepping personal boundaries, especially when someone is going through personal issues.

Below are some circumstances where an assistance programme can offer support and guidance before an issue becomes a disciplinary matter.

- ☺ Someone's demeanour and attitude has suddenly changed, or they are struggling to cope with tasks they've previously done well.
- ☺ Someone experiences a bereavement or has worries regarding childcare or eldercare.
- ☺ A change in demands within their role, or recurring problems with colleagues.
- ☺ You're new to a managerial position and feel unsure of how to approach personal matters.

Accessing Support

Our specialists aim to support wellbeing through structured support, paired with encouragement from you as their manager. They will help you look at the options and will work with you towards a positive situation for both you and your people.

Wisdom App & Dedicated Resource Library

Available for iOS and Android, Wisdom offers a variety of bespoke wellbeing features exclusive to Health Assured clients and partners. Within the app, users have access to a library of learning materials personalised to their preferences, including wellbeing articles, videos, weekly mood trackers, 4-week plans and mini health checks.

Health Assured offers a dedicated virtual library containing information and self-help guides, accessed via our website at wisdom.healthassured.org. They cover a range of wellbeing issues and provide instant guidance and support: helping employees manage their physical, mental, and emotional health. Fact sheets, four-week programmes, webinars, wellbeing videos, health checks and regular newsletter articles are available. Your organisation's login details can be found in your welcome pack.

The Wisdom app offers access to BrightTV - powered by Health Assured. A monthly TV series, featuring well-known personalities talking about their personal experience with mental health issues.

Telephone Support

Experience has taught us that our service is most effective when you speak directly to one of our counsellors. To access telephone support from the counselling team, simply call the Health Assured 24/7 confidential helpline. Explain that you are a manager requiring assistance dealing with a member of your team and you will be put through to the relevant department, where you will be taken through a process of clarifying the problem.

Our specialists aim to support wellbeing through structured support, paired with encouragement from you as the manager. They will help you look at the options and will work with you towards a positive situation for both you and your people.

If it helps, they can role-play situations with you, or coach you on behavioural issues. The counsellor/advisor will help you formulate an action plan to improve performance, identify achievable targets for your employee, and recognise practical and personal support that may be required to achieve them.

Once the action plan is started, you can schedule telephone appointments with the same counsellor or advisor to discuss continued support, any progress and other issues that may arise.

Informal Referrals

If you believe that someone would benefit from counselling, reminding them of the service available to them can sometimes be all it takes for them to pick up the phone.

Reminding them of the amount of support available through our Assistance Programme can help to resolve issues promptly while increasing productivity.

Online Referrals

In other cases, it may be that a formal referral is more appropriate. Managers can submit referrals on behalf of an individual via our Wellbeing Referral Portal. The form is accessible from any web browser, fully secure and ensures complete confidentiality.

Prior to submitting a referral, ensure that you read our Referral Guidance Notes and FAQs and complete the consent form within the link. Once you have successfully submitted a referral, you will receive a confirmation email.

Signs and symptoms to suggest your colleague may need to talk to a counsellor

If you are concerned about a colleague's mental wellbeing or if they are showing any of the below symptoms, it may be a sign to give one of our counsellors a call:

Emotional

- ☹ Feeling continuously
- ☹ Increased anxiety
- ☹ Feeling overwhelmed easily
- ☹ Disproportionate rage, anger, or resentment

Mental

- ☹ Showing signs of hopelessness
- ☹ Low self-esteem
- ☹ Lack of concentration
- ☹ Trouble with memory

Physical

- ☹ Increased headaches
- ☹ Continuous fatigue
- ☹ More absences
- ☹ Gaining or losing weight rapidly

Behaviour

- ☹ Socially withdrawn
- ☹ Disorganized speech
- ☹ Mood extremes
- ☹ Changes or disruptions in appetite

Manager FAQs

What Managerial Support is Available?

- ☹ Individuals stress management
- ☹ Conflict resolution
- ☹ Communicating change
- ☹ Performance and appraisals
- ☹ Post-trauma support
- ☹ Effectively signposting to the service

Who can use this Service?

We believe the best way to support your people is to support their immediate family* as well:

- ☺ People's partners and dependant* access the telephone helpline
- ☺ Structured telephone counselling extends to people's partners and dependant

*Health Assured define immediate family as living in the same household, aged 16 to 24 and in full-time education.

What Services are Available?

- ☺ Comprehensive telephone helplines 24/7
- ☺ Formal counselling, in the form of either in person or telephone sessions (as applicable)
- ☺ Online video counselling or online CBT (as applicable)
- ☺ Wisdom app
- ☺ Dedicated resource library
- ☺ Critical incident advice

Are my Calls Confidential?

- ☺ All calls are confidential between the caller and their counsellor or advisor
- ☺ Exceptions can occur only if there is a serious risk of harm to the caller or others
- ☺ In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- ☺ Analytical usage data may be shared with the organisation at top level (excluding identifying factors)

Is the Service Restricted to Issues Dealing with Stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- ☺ Personal legal information or tax support
- ☺ Family issues including childcare and eldercare
- ☺ Housing and tenancy concerns
- ☺ Bereavement or loss
- ☺ Relationships and marital changes
- ☺ Medical information

What's Included with the Critical Incident Support?

Critical Incident Stress Management: Focuses on solving an immediate and identifiable problem, enabling employees to return to their daily routine quickly.

On-site support*: A fully trained trauma counsellor or counselling team will be on-site (typically within 24 to 48 working hours) to deliver a specialist group counselling debrief. *Additional fees may apply.

Follow-up support: If an individual requires follow-up support, we are able to provide counselling across the UK and the Republic of Ireland.



Health Assured Ltd
The Peninsula, Victoria Place
Manchester, M4 4FB
0800 206 2534

healthassured.org





Your Wellbeing Services



Home Life Support

If you're having trouble balancing your budgets, debt, or civil disputes, we have expert advisors here to offer the support you need.



Work-Life Assistance

Our work-life advice is dedicated to supporting you through professional issues, whether it be returning to work or coping with change.



Physical and Emotional Health

We have a range of resources aimed to support you both physically and emotionally, from managing anxiety to simple breathing techniques.



Wellbeing Resources

We recognise the value of self-help tools, which is why we provide a range of wellbeing modules, factsheets, and invaluable video counselling.*



4-Week Health Plans

Our 4-week plans are designed to support your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure.



Mini Health Checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



Health Calendar

The health calendar raises awareness of different health concerns each month, awareness days, and how to prevent issues from arising.



Wellbeing Videos

BrightTV - powered by Health Assured is a monthly series, featuring well-known personalities talking about their personal experiences with mental health.



Wisdom App

Wisdom is your guide to health and mental wellbeing. The brand-new features are designed to help track your wellness, improve your mental health.

Download the Wisdom App

Unique code:



*Clinical assessment will be needed, to help support expectations.

Employee Assistance Programme FAQs

Our Employee Assistance Programme (EAP) is a dedicated, confidential information and support service and it can be accessed by any Wigan Council employee.

We have worked with our occupational health provider, Well Being Partners, to provide a new EAP service with **Health Assured** which will be in place from 1st October 2021.

Who is this service open to?

The new EAP service is open to employees, and their immediate *family members (**Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household*).

Is this service available at all times?

Yes, EAP is available 24 hours a day, 7 days a week, 365 days a year on **0800 028 0199**.

Do I need to pay for the EAP service?

No, definitely not! As part of our Staff Deal to care for employee health & wellbeing, the EAP service is free of charge to you and is one of the many benefits to support a positive employee health and wellbeing.

How do I access the new EAP service?

To access the service in the strictest confidence, call **0800 028 0199**.

My Healthy Advantage smartphone app gives you access to a range of features, including live chat and support, personalised news feed, weekly mood tracker, four-week plans, mini health checks and breathing techniques. For iOS and Android devices, use unique code **MHA196674**

Health Assured's Wellbeing Portal offers a virtual library of wellbeing information. Access at www.healthassuredeap.com username: **wellbeing**, Password: **DrawDeskGrow1**

For more information, visit the [Hub](#) pages

What services does Health Assured offer?

- **24/7 telephone support:** available to you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year by calling **0800 028 0199**.
- **Life support:** up to six structured telephone and online counselling sessions (50 minute sessions), per issue, per year for the employee, partner or spouse and dependents (between the ages of 16-24 in full time education)
- **Legal information:** For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes.
- **Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- **Medical information:** Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice (available Mon-Fri 9am-5pm).
- **Online CBT:** We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative fact sheets and invaluable advice videos from leading qualified counsellors.

I am part way through some counselling sessions with Insight – will these continue after 1st October 2021?

Yes, if you have started to access counselling sessions with Insight before 1st October 2021, then these will continue until their conclusion.

Does the new service provide face to face counselling?

Please note that Health Assured do **not** offer face to face counselling as part of this contract – their offer is for telephone and online counselling only. Don't forget, we have a separate contract with our occupational health provider Well Being Partners to offer a [face to face counselling](#) service.

How else can I access counselling?

There are a number of [local and national services](#) who may be able to provide this service, including: -

[Wigan Family Welfare](#) – offer counselling on a range of issues including anxiety, bereavement, depression and relationship

[Empathy NW](#) - offer a range of counselling and therapy sessions for individuals, couples and families.

[Relate](#) – offer relationship counselling at local venues

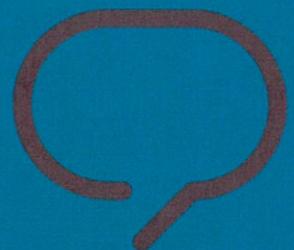
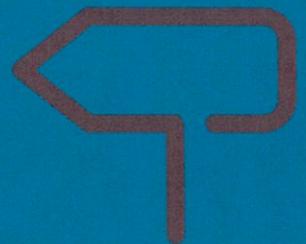
[Your GP](#) – you can request a double appointment to give you some more time to talk about what's troubling you

For more information, contact [Health and Wellbeing mailbox](#).

health  assured

Calling the EAP Helpline

Employee Guide



Contents

When should I contact Health Assured?	3
How can Health Assured help me?	3
What will happen when I call Health Assured?	4
What does a Health Assured counselling call look like?	4
What does a Health Assured advisory call look like?	5
Why are my details taken?	5
Will Health Assured contact my employer?	6
Will you contact my GP?	6
What happens if I want to access structured counselling?	7
What will happen in the counselling sessions?	7

When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. Health Assured know how difficult it can be to take those first steps. Our qualified and experienced counsellors are ready to listen and provide guidance.

You may be looking for some practical advice. Health Assured have qualified legal advisors who will assist with any legal matters. The EAP is available 24/7, 365, so help is always available, at a time which suits you.

How can Health Assured help me?

Health Assured provide emotional support and practical guidance. The counsellors on the helpline will triage, and provide early interventions. You can take advantage of structured counselling, or use the helpline to work through your current situation.

If you have any practical concerns, legal advisors can help. They'll provide advice and guidance on issues such as:



Writing a will



Tenancy and housing concerns



Divorce procedures



Boundary disputes



Probate costs



Motoring issues



Property and partnership rights



Immigration information

What will happen when I call Health Assured?



A qualified counsellor or legal advisor will answer. If it's your first call, they'll ask for the name of your employer, and some contact details. Health Assured use this information to get you set up and ready on their system.



If you've called before, they'll ask some security questions. These are simple—your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.



They'll ask what your call relates to. This is to make sure you get the right support, as quickly as possible. If a counsellor answers, and you need legal advice, they will transfer you to an advisor and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.

What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns. They provide guidance and mindfulness techniques that will help you in the present.

A few simple changes are often enough to make a world of difference. The counsellors can suggest useful resources that will help you make those changes. You might feel that this is enough—at the end of the call, the counsellor will explain the options available.

You can choose to simply call back, if you want to talk again. Or, if you want to access structured counselling, the counsellor will offer to complete a clinical assessment. This isn't as drastic as it might sound—it takes around 20 minutes. The questions asked will ensure you get the best support possible, and you can complete the assessment at a time best for you.

Counsellors are available 24/7, 365.



What does a Health Assured advisory call look like?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities. They'll listen to your issues, and offer guidance on the best way to proceed.

While the advisors aim to resolve your issues in-house, sometimes they'll need to direct you to other resources. This is so you can be sure you're receiving the most appropriate advice.

Advice is available 24/7, 365.

Why are my details taken?

The EAP is confidential. In order to provide the best service, however, counsellors/advisors ask for a few details. They'll need your name, address, contact number and date of birth. They'll also ask if it's okay to leave a voicemail, or send you an SMS—it's fine to say no to these.

Health Assured treat your data with total confidence. All employees are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

Will Health Assured contact my employer?

Health Assured provide a confidential service. They won't contact your employer or occupational health team when you call the EAP helpline.

The only time Health Assured will contact your employer is after receiving a referral form. If your employer wants to refer you to Health Assured for any reason, your employer must have your written consent.

Health Assured will email your employer after receiving a referral form to acknowledge receipt, and again if they can't contact you.

Will you contact my GP?

In most cases, no. Health Assured would only need to share information if

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

What happens if I want to access structured counselling?

If you decide structured counselling is for you, the counsellor will carry out a clinical assessment.

Health Assured use biological, psychological and social factors during the assessment—this is called the 'biopsychosocial model of health'. It allows the counsellor to explore your concerns with you, and identify goals for the counselling.

Counsellors know that it's not always easy to answer personal questions. By using the above model, they aim to set you at ease, and make the assessment as comfortable as possible. It takes around **20 minutes**, and is completed via telephone. The assessment is a vital part of the therapeutic process, and must be carried out—you can complete it at a time that suits you. After the assessment, your counsellor will work out the most appropriate treatment for you.

What will happen in the counselling sessions?



You will work with the same counsellor on a weekly basis, and each session will last for **50 minutes**. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling, and help to identify a way forward.



The counsellors use a solution-focused approach—this concentrates on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness, and helps build change.



You'll set targets and goals during the sessions, building your own plan and resources—in these sessions you are the expert. No-one knows your own mind as well as you do.



Health Assured Ltd

The Peninsula, Victoria Place
Manchester, M4 4FB
0800 028 0199

healthassured.org



EAP REFERRAL – GUIDANCE NOTES

EXTERNAL USE

Please see below the guidance notes for making an EAP referral.

WHAT DO YOU NEED TO DO?

STEP 1

Clarify the situation with the employee in confidence. Please inform them of the availability of the Health Assured Employee Assistance Programme (EAP) which includes:

- 24/7 counselling helpline and where applicable, structured short-term solution focused therapy.
- Advice and information for practical legal, financial and medical matters.

Questions to consider that may be helpful:

1. Do you need to discuss the situation with Health Assured first for guidance in approaching the matter?
2. Is the employee happy to receive a voicemail/text or could that result in someone, unintended, finding out about the support?
3. How is the situation impacting the employee?
4. When would be the best time for Health Assured to make contact, ensuring they are in a private and confidential space?

STEP 2

Complete the referral form with the employee, ensuring that explicit consent has been obtained.

Employee Consent

Health Assured is committed to the protection of all client data, and the transparent and informed use of the EAP Services. The referral process must be completed with the employee's involvement with clear consent to release information to Health Assured for the purpose of accessing support.

The referral process involves sharing personal contact details and case history which may include highly sensitive data (Special Category Data) including information about things such as health or sexual orientation. Employees are asked to confirm their consent to such by signing this form under the Employee Declaration section.

If an employee does not consent to the EAP Referral, please remind the employee they can contact the helpline on a self-referral basis.

STEP 3

Send the completed referral form to counsellingadvice@healthassured.co.uk

There is no need to follow a referral form with a telephone call to Health Assured, however if you would like to discuss a referral with a counsellor/advisor please call us on 0800 028 0199. We also ask that the referral is sent from a confidential email address.

WHAT HAPPENS NEXT?

Health Assured will contact the employee **within 24 hours** of receiving the EAP helpline referral form.

The counsellor will identify and offer the most appropriate support / intervention for your employee.

Health Assured will inform you whether contact has been made or if there have been any problems making contact with employee.

EAP Helpline Referral Form

Please complete all the white boxes and return to Health Assured

Company name / scheme number	
Authorised by (Including telephone number)	
Company address	
Employee name	
Employee address	
Employee date of birth	
Employee contact telephone number	
Is it ok to leave a message?	

History (including the reason for the referral request and any presenting issues)	
Best days and time to contact the employee? (i.e. am/pm/eve/any)	
Is a Therapy Report required by referring manager? (optional)	
Has the employee given explicit consent and signed the employee declaration below?	

Employee declaration

(To be completed by the employee being referred to Health Assured)

I confirm that I understand and consent to the personal details contained within this form being referred to Health Assured for the purpose of accessing EAP services. I have read and understood the FAQs and I acknowledge and consent for the referring manager to be informed if:

1. Support has been put in place by Health Assured
2. Support has been declined or deemed unsuitable
3. Health Assured have been unable to make contact with me on the contact details provided

If your employer has requested a Therapy Report (optional), do you consent to a progress and outcome report being provided? **please see below FAQs for details of what this includes.*

- Yes** – I have read the FAQs and consent to my employer being provided with a progress and outcome Therapy Report; or,
- No** – I do not consent to a progress and outcome Therapy Report being sent to my employer.

Employee Name	
Signature	
Date	

Should you wish to, you can withdraw your consent at any time by calling Health Assured on 0800 028 0199 or by emailing counsellingadvice@healthassured.co.uk

Please Note:

A proactive EAP Helpline Referral call can only be made if the employee has consented to receiving our call. It is important that this is discussed with the individual concerned by the referring line manager.

To initiate an EAP Helpline Referral, complete the form and send to Health Assured

Please return by Email to:	counsellingadvice@healthassured.co.uk
Tel:	0800 028 0199

EMPLOYEE FAQs

What data will be shared with Health Assured?

Only data that you want to share with your manager and are happy to be passed to Health Assured. If you have any concerns these can be discussed with your line manager, or alternatively, only disclosed directly to Health Assured once contact is established.

What happens if I consent?

The referral will be sent directly to Health Assured and we will arrange for the relevant counsellor/advisor to make contact within the agreed timeframe. During this call we will explain support options, gather further details about the situation and implement any applicable support.

How will you use my data?

Health Assured will use any data collected for the provision of EAP services, with all content being held confidentially within our secure case processing systems. Further details of how we use data are detailed within our Privacy Notice which is available at www.healthassured.co.uk. For details regarding how your employer uses your data, please speak to them or look for their own Privacy Notices.

What will be shared with my employer?

Client confidentiality is at the forefront of everything we do at Health Assured, in relation to a EAP Referral and the support which is put in place, Health Assured will only report back to your employer to report whether:

- Support has been put in place by Health Assured
- Support has been declined or deemed unsuitable at this point in time; or,
- Health Assured have been unable to make contact with you on the contact details provided

Are there any circumstances in which confidentiality would not be maintained?

Although Health Assured protect confidentiality wherever possible, there are certain circumstances in which confidentiality must be broken.

- Risk of harm to self or others – if there is a legitimate concern for harm to self or others, then Health Assured will liaise with a client's GP to arrange additional support, or if required the applicable Emergency Service provider.
- Safeguarding concerns – where children or vulnerable adults are implicated, the local authority designated officer/social services department may be informed.

In extraordinary circumstances, where the risk relates directly to your employer, i.e. on site risk or where public interest outweighs confidentiality, we may inform your employer of details limited to that specific risk.

Do I have to consent to an EAP helpline referral?

Health Assured will not contact you unless you have consented. Alternatives include contacting us directly via the helpline or website in which case your employer will be removed from the process. If you consent but then change your mind, please get in touch with Health Assured or your employer and we will stop the referral process meaning that the requested support will not be put in place. Health Assured can be contacted directly through your helpline number or alternatively email counsellingadvice@healthassured.co.uk.

THERAPY REPORTS

We are able to provide Therapy Reports which detail the progress and outcome of your support to the referring manager, providing the employee has provided consent and the referrer has requested the reports in their initial referral form.

If you consent to a Therapy Report, your manager will receive an initial and final report that include the following information:

INITIAL REPORT (after 1 st session)	FINAL REPORT (after final session)
What are the main presenting issues detected?	Is the employee working or have they been able to return to work?
Are the issues work related?	If the absence is mental health related, has the individual been recommended to complete the
Are there factors outside of work contributing to the issues?	HSE Return to Work Questionnaire with their employer?
What is the goal of therapy?	Number and dates of all sessions
Can this be achieved in the sessions available?	Number of sessions agreed
If not, what onward referral pathways have been or will be made?	Number of sessions attended & DNA
	Was the goal of therapy achieved?
	Have further onward referrals been made or suggested?
	Are there any recommendations to the employee for their continual care?
	Any relevant or useful information in your capacity as a therapist?

Progress and outcome reports are stored on our case management system and attached to an individual's case notes.

About your Employee Assistance Programme (EAP)

Sometimes it can be difficult to balance the pressures of work and home life. Health Assured provide caring support to both you and your immediate family so you can give your best in life.*

What can I use this service for?

 Family issues	 Financial information	 Legal information
 Medical information	 Relationship advice	 Housing concerns
 Alcohol or drug issues	 Childcare support	 Stress & anxiety
 Low mood	 Domestic abuse	 Retirement
 Consumer issues	 Tax information	 Bereavement

24/7 confidential support

Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgemental manner.

Online health portal: healthassuredeap.com

 Webinars	 My Healthy Advantage app	 Four-week programmes
 Nutritional advice	 Health checks	 Fitness advice
 Financial wellbeing	 Medical factsheets	 Budgeting

Employee Assistance Programme



- Stress & anxiety
- Debt
- Work
- Lifestyle addictions
- Relationships
- Legal

FREE 24-hour
confidential helpline
0800 028 0199
healthassuredeap.com

Download My Healthy Advantage now



*Health Assured define immediate family members as spouse/partners and children aged 18 to 24 in full-time education, living in the same household.

Employee Assistance Programme

A 24 hour helpline from Health Assured to support you through any of life's issues or problems.

Free 24 Hour Confidential Helpline:

0800 028 0199



Stress & anxiety



Counselling



Family issues



Bereavement



Financial wellbeing



Childcare support



Relationship advice



Legal information



Medical information



Tenancy & housing concerns



Alcohol & drug issues



Consumer issues

Download 'My Healthy Advantage' now

Employer code:



To find out more visit:

healthassuredeap.com

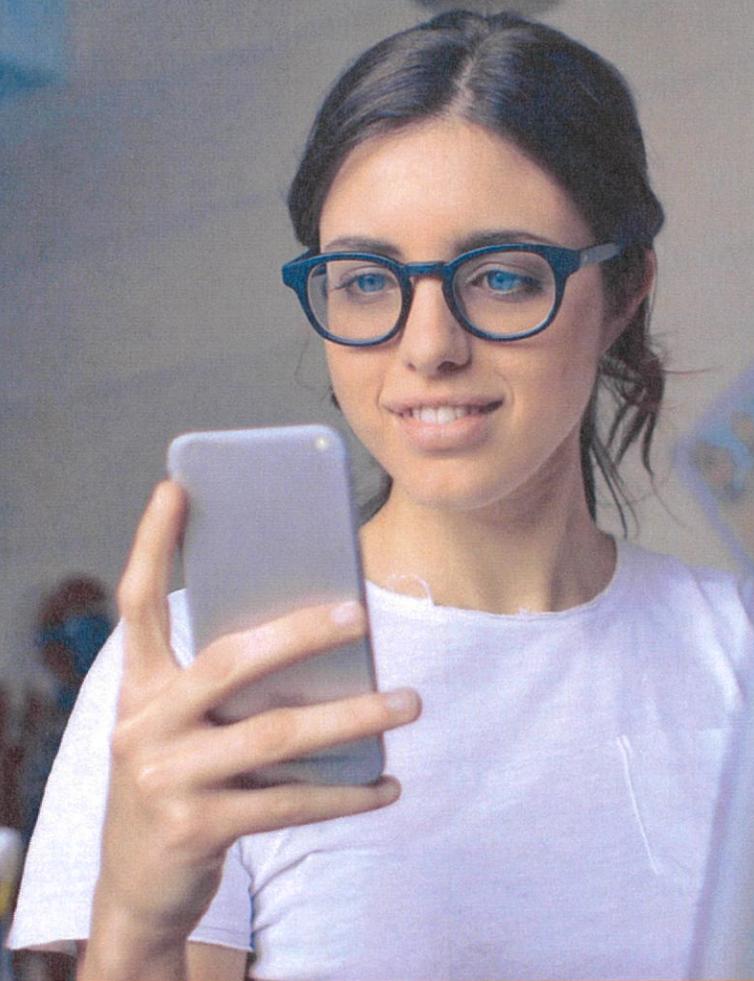
Username:

Password:

health assured

health  assured

Legal Information and Guidance



Free 24 hour confidential helpline
0800 028 0199



Legal Information and Guidance

The Health Assured 24/7 confidential helpline, portal and My Healthy Advantage app gives you access to legal information and guidance on a wide range of issues including personal, financial and legal matters of any reasonable kind.

Our in-house legal advisors are fully trained and have extensive experience in providing immediate support to individuals in their time of need. The Health Assured legal team will assist with a wide range of issues by providing information on legal processes, obligations and liabilities, enabling you to identify your next step and make informed decisions about the best way to resolve the issue at hand.



Common reasons for calling include:

- Consumer rights
- Family and matrimonial law
- Childcare & eldercare
- Civil litigation
- Medical negligence
- Motoring offences
- Personal injury
- Wills and probate
- Landlord and tenant
- Housing and property law
- Immigration



Our helpline also provides guidance and signposting for debt and money management including:

- Budgeting
- Buying or renting a property
- Negotiating with creditors
- Debt management plans
- County Court Judgements
- Benefits and grants
- Mortgage advice
- Equity release
- Financial calculators

The reasons listed above are examples — our legal support service covers a wide range of topics and your call will never go unanswered. The Health Assured 24/7 confidential helpline makes it easy for you to access support, information and counselling as a fully integrated package. We have a range of resources available on our app and online portal, giving you access to tools that promote a healthy lifestyle and greater wellbeing.

0800 028 0199

healthassuredeap.com

Download 'My Healthy Advantage' now



Your healthy advantage



Employee FAQs

What is an Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. Our helpline is available 24/7, 365 days a year.

Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with your employer (excluding identifying factors)

Who can use this service?

We believe that the best way to support you is to support your immediate family as well:

- Partners and dependents* can access the telephone helpline
- Structured telephone counselling extends to partners and dependents also

*Health Assured define dependents as living in the same household, aged 16 to 24 and in full time education.

What services are available?

- Comprehensive telephone helplines available 24/7
- Formal counselling, in the form of either face-to-face or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Online portal
- My Healthy Advantage app
- Critical incident support

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- Personal legal information or tax support
- Family issues including childcare and eldercare
- Housing and tenancy concerns
- Bereavement or loss
- Relationships and marital changes
- Medical information

What's included with the critical incident support?

Our trauma trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and Republic of Ireland.

What is the "My Healthy Advantage app" and "Online Portal"?

We understand that the information available needs to be accessible to you, whenever you require it. Our My Healthy Advantage app and Online Portal feature a range of tools available 24/7, including:

- 4 week plans*[^]
- Mini health checks*[^]
- Wellbeing videos including BrightTV*[^]
- Weekly mood trackers*
- Personalised newsfeed*
- Wellbeing articles*[^]
- Financial assessment calculators[^]
- Factsheets[^]
- Medical information[^]
- And much more

*Available in My Healthy Advantage
[^]Available in the Online Portal

Free 24 hour confidential helpline:

0800 028 0199

healthassuredeap.com

Your healthy advantage



Manager FAQs

What managerial support is available?

- Team member stress management
- Conflict resolution
- Communicating change
- Performance and appraisals
- Post-trauma support
- Effectively signposting to the EAP service

Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with the organisation at top level (excluding identifying factors)

Who can use this service?

We believe that the best way to serve your employees is to support their immediate family* as well.

- Employee's partners and dependents* access the telephone helpline
- Structured telephone counselling extends to employee's partners and dependents

*Health Assured define immediate family as living in the same household, aged 16 to 24 and in full time education.

What services are available?

- Comprehensive telephone helplines available 24/7
- Formal counselling, in the form of either face-to-face or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Online portal
- My Healthy Advantage app
- Critical incident advice

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- Personal legal information or tax support
- Family issues including childcare and eldercare
- Housing and tenancy concerns
- Bereavement or loss
- Relationships and marital changes
- Medical information

What's included with the critical incident support?

Critical Incident Stress Management: focuses on solving an immediate and identifiable problem, enabling employees to return to their daily routine quicker.

On-site support*: a fully trained trauma counsellor or counselling team will be on-site (typically within 24 to 48 working hours) to deliver a specialist group counselling debriefing. *Additional fees may apply.

Follow-up support: If an individual requires follow-up support, we are able to provide counselling across the UK and Republic of Ireland.

What is the "My Healthy Advantage app" and "Online Portal"?

We understand that the information available needs to be accessible to you, whenever you require it. Our My Healthy Advantage app and Online Portal feature a range of tools available 24/7, including:

- 4 week plans*[^]
- Mini health checks*[^]
- Wellbeing videos including BrightTV*[^]
- Weekly mood trackers*
- Personalised newsfeed*
- Wellbeing articles*[^]
- Financial assessment calculators[^]
- Factcheets[^]
- Medical information[^]

[^]Available in My Healthy Advantage (available in the Online Portal)

Free 24 hour confidential helpline:

0800 028 0199

healthassuredeap.com

Breathe a sigh of relief

Our effective in-app breathing techniques help you achieve a sense of calm and relaxation, available wherever and whenever you need them



Classic

Box breathing, commonly used in sports, is a technique that focuses the mind and relieves stress.



Focus

Following the Ujjayi technique, this practice helps to discover stillness and inner peace.

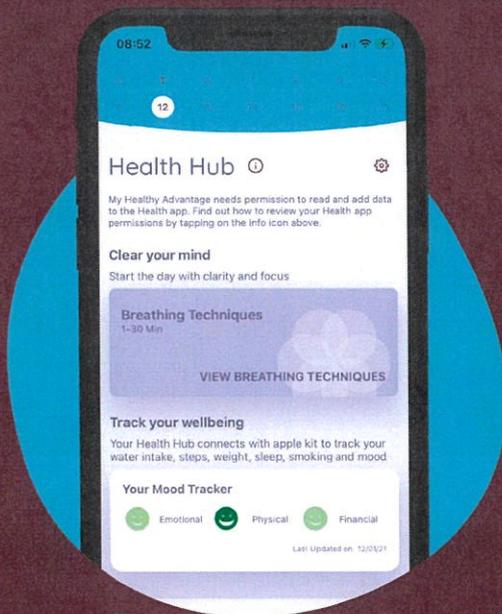
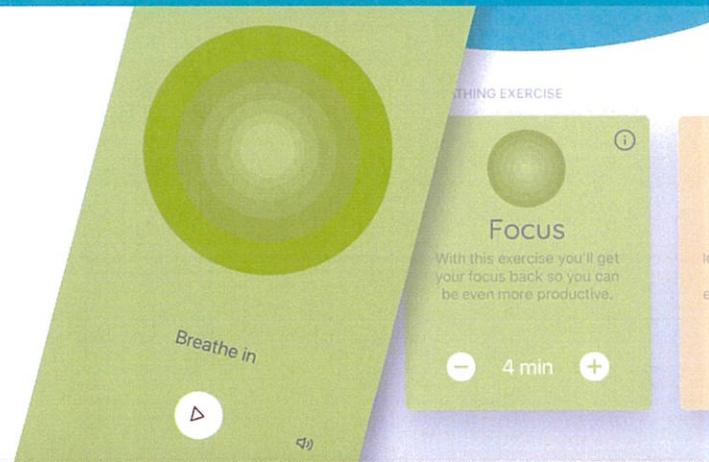


Calm

This guided 4-7-8 breathing technique encourages the mind and body to unwind and de-stress.

Features

- **3** distinct breathing techniques available
- **Flexible length of practice** to fit in with your routine
- **Pause and resume** with ease
- Breathing **animations** to enhance your practice
- Earn **achievements** as you progress



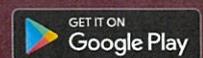
What are the benefits of breathing techniques?

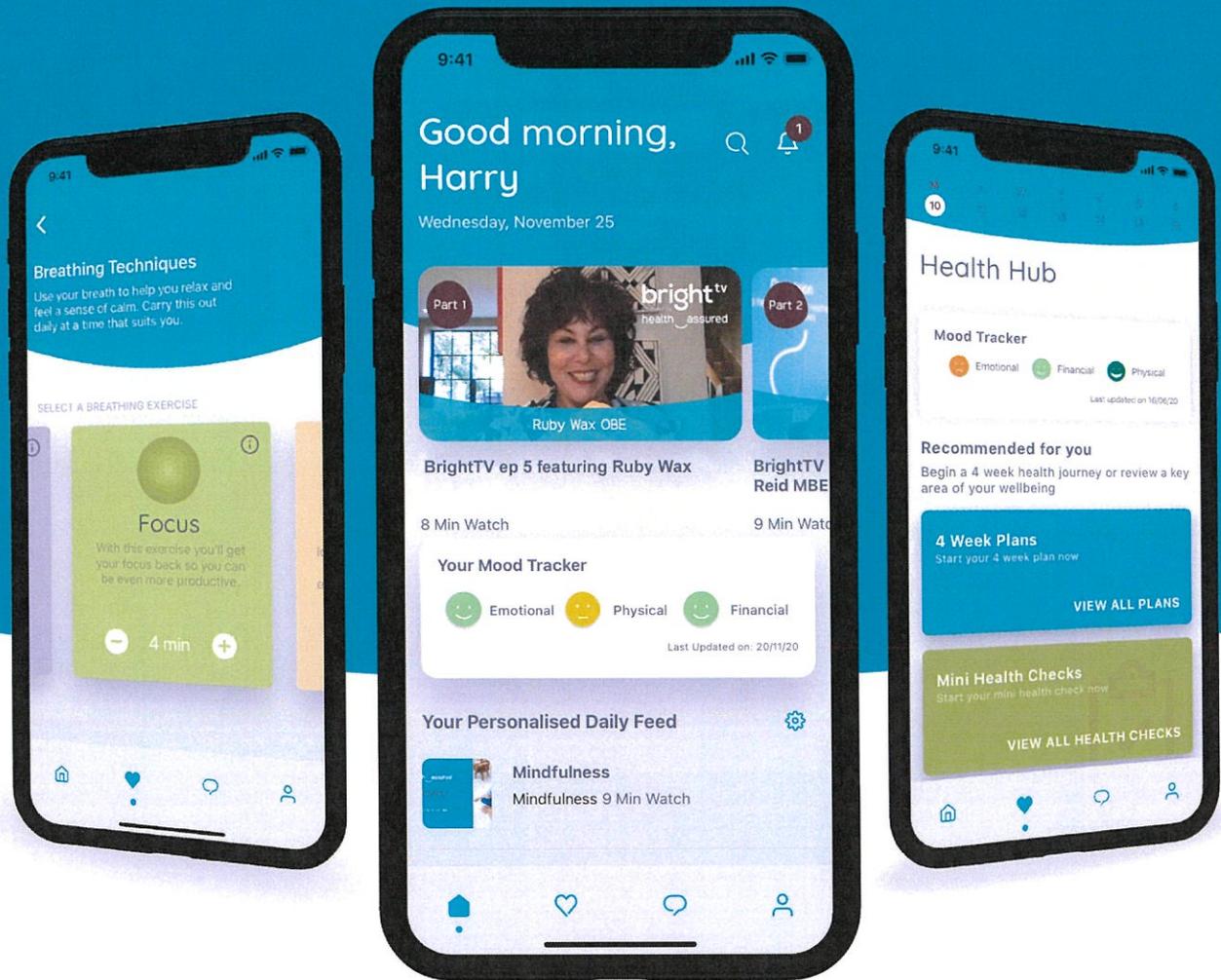
- ✓ Manage and reduce stress
- ✓ Lowers heart rate and blood pressure
- ✓ Improves immunity and digestion
- ✓ Boosts energy and concentration

health  assured



Unique code:





Exciting features available on My Healthy Advantage



Weekly mood trackers



Breathing techniques



BrightTV



Four week health plans



Mini health checks

Download and register today

Unique code:



Working with Bereavement

The early stages of a bereavement can be seen as an emotional rollercoaster, however, grief is a natural process which an individual will work through in their own time.

A bereavement can bring up so many emotions, and as such we find that this is generally a good time for people to use the helpline in the first instance in order to talk about their feelings and emotions associated with their grief and loss and start to process these.

Our counsellors can help an individual normalise the emotions they are experiencing and provide psychoeducation around the different stages of the grieving process. The counsellor will work collaboratively with an individual; helping them to understand their reactions in a compassionate setting and guide them to resources that might help during such a difficult time.

When should an individual access structured counselling?

There will be occasions where an individual has experienced a recent bereavement and counselling will be appropriate, alternatively, for some, accessing counselling in the first instance may not be the most suitable option.

A lot of individuals will find their own resources for dealing with loss, including permanent support networks - research has suggested that when a counsellor becomes involved during the early stages then friends and family tend to withdraw as they feel that the individual is being supported – this can negatively impact the grieving process.

Moreover, there are times where it may be recommended that an individual takes time to process their initial thoughts and emotions prior to engaging in structured counselling. They will then be in a better frame of mind to engage in therapy and put a number of actions in place to support them in moving forward.

As standard, bereavement organisations recommend accessing counselling after around 3-6 months, however, at Health Assured we do recognise that there will be occasions where an individual will need to access support earlier.

What will happen if an individual requests structured counselling or a counsellor feels an individual may benefit from this?

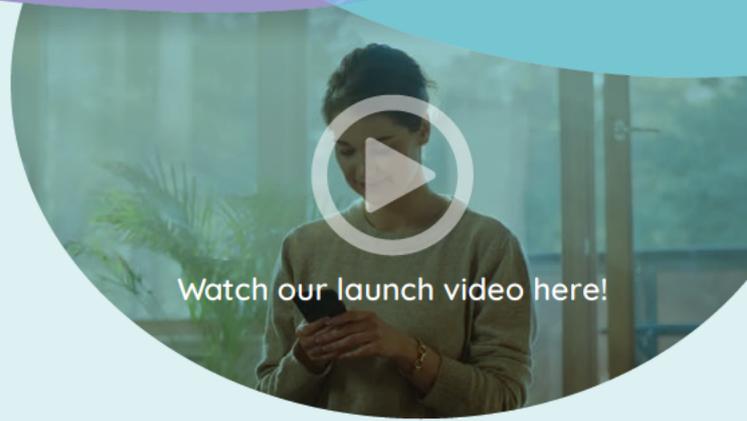
If an individual expressed a wish to access structured counselling or the counsellor identifies that an individual may benefit from structured counselling, the counsellor will complete a clinical assessment with the individual. This process allows us to understand the main presenting concerns, support currently in place and assess readiness for counselling. The clinical assessment will also explore a focus for the counselling sessions, when working with grief, the focus may simply be to talk through emotions and explore ways of looking after oneself. The assessment is essential to ensure we are supporting each person appropriately in line with our short-term model.

At times, the outcome of the clinical assessment will identify that more specialist long-term support is required. This specialist support would typically adopt a more person-centred approach and allow an individual to explore more in-depth emotions felt throughout the grieving process. In such instances, we may signpost an individual to their GP or a specialist bereavement organisations. All counsellors will provide context and rationale when making a clinical recommendation and providing signposting.

Hello and welcome to Wisdom

Your guide to health and mental wellbeing

As a member of the Health Assured community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.



Watch our launch video here!

Your Health Hub



Interactive mood tracker

You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.



Four-week health plans

Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.



Mini health checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



Breathing techniques

Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

Wellbeing Connected



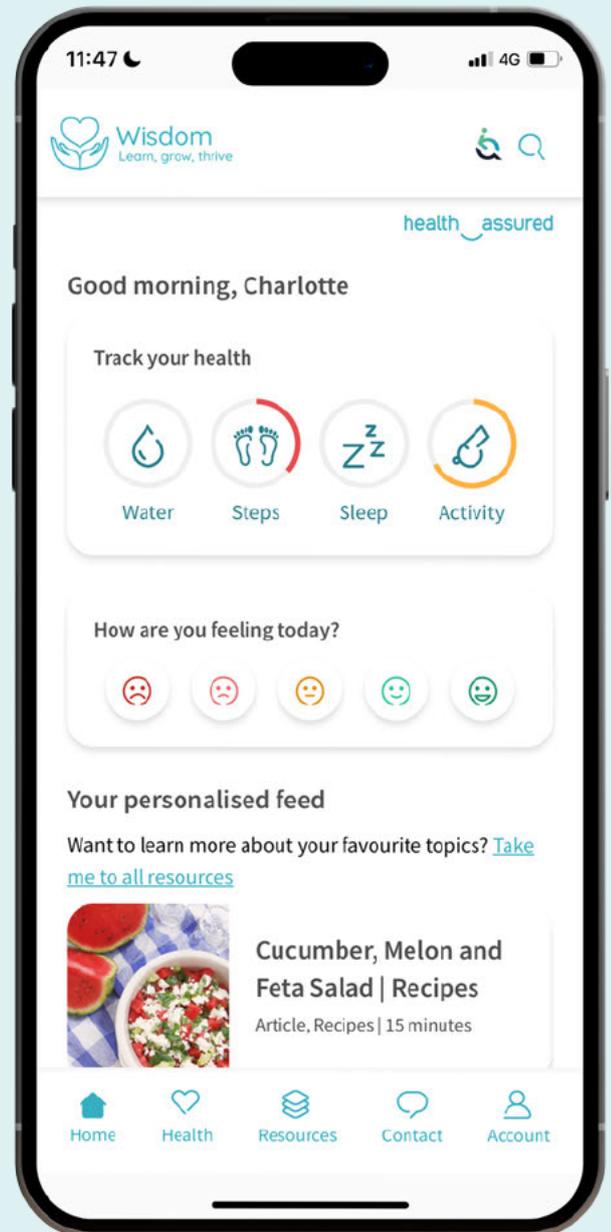
Personalisation

Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.



Live Chat

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline - available 24/7, 365 days a year. We've made it as easy as possible for you to get the right advice when you need it the most.



Download and register today

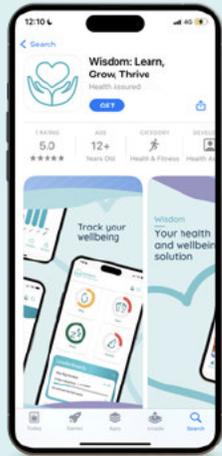
Wisdom | health assured

Unique code [redacted]

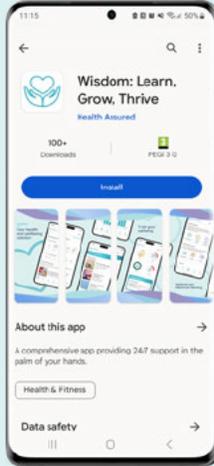


Download and Register

Follow these simple steps to download and register your **Wisdom** app



Get it on the App Store



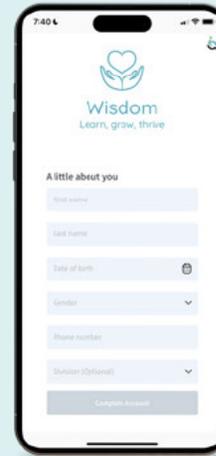
Get it on the Play Store



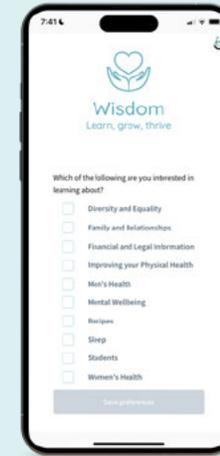
Sign Up Via Email



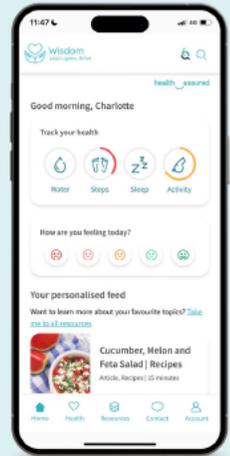
Enter Your Code



Enter Your Details



Personalise Preferences



Welcome to Wisdom

Download and register today
Wisdom | health assured

Unique code: [REDACTED]





Wisdom Back Office User Guide

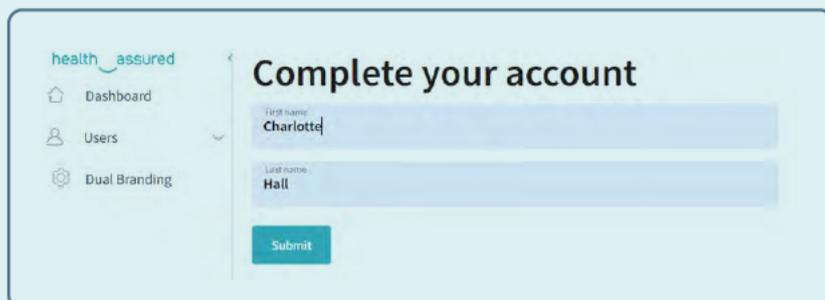
Wisdom | health  assured

Contents

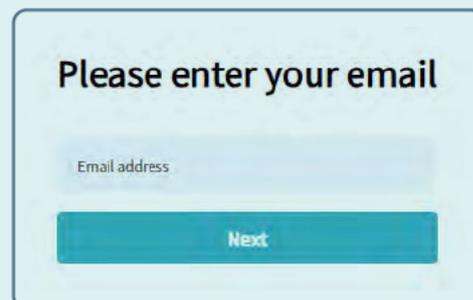
Logging into the back office	3
Dashboard	4
Reports	4
Exporting data	6
User Management	7
Partnership Dual Branding.....	8
My Account.....	9

Logging into the back office

As a Wisdom app admin, you will have access to a variety of features that will help you support your people, get the most out of the app, and create in-depth reports highlighting app engagement and utilisation.



The screenshot shows a web interface for 'health assured'. On the left is a navigation menu with 'Dashboard', 'Users', and 'Dual Branding'. The main content area is titled 'Complete your account' and contains two input fields: 'First name' with the value 'Charlotte' and 'Last name' with the value 'Hall'. A 'Submit' button is located at the bottom of the form.



The screenshot shows a web interface titled 'Please enter your email'. It features a single input field labeled 'Email address' and a teal 'Next' button below it.

Before you can access these great features, firstly you'll need to log into the Wisdom back office. Here's how:

1. Once Health Assured have been informed of your organisation's chosen Wisdom admins, your accounts will be created.
2. You will receive an invitation email asking you to complete your account registration. Click the 'Complete Registration' link.
3. Register your account by completing the form with your details and by choosing a password. Once filled in, click 'Register'.
4. Welcome, you are now an app admin and have access to the Wisdom back office.

Accessing the back office site:

The Wisdom back office can be accessed via a web browser on multiple devices, such as a personal computer, smartphone, or tablet. For optimum performance, we advise accessing the site via a desktop browser.

Back office URL:

backofficewisdom.healthassured.org

Dashboard

The dashboard is the hub of Management Information (MI) supplied through Wisdom. All data displayed in the back office is strictly confidential – usernames are never made available through dashboard reports. The MI contains data on your team’s overall usage of the app.

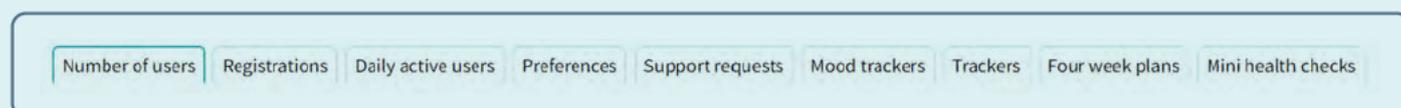
Date Filter:

To create bespoke reports, you can filter each of the graphs by date using the ‘Start Date’ and the ‘End Date’ options held at the top of the page.



Reports

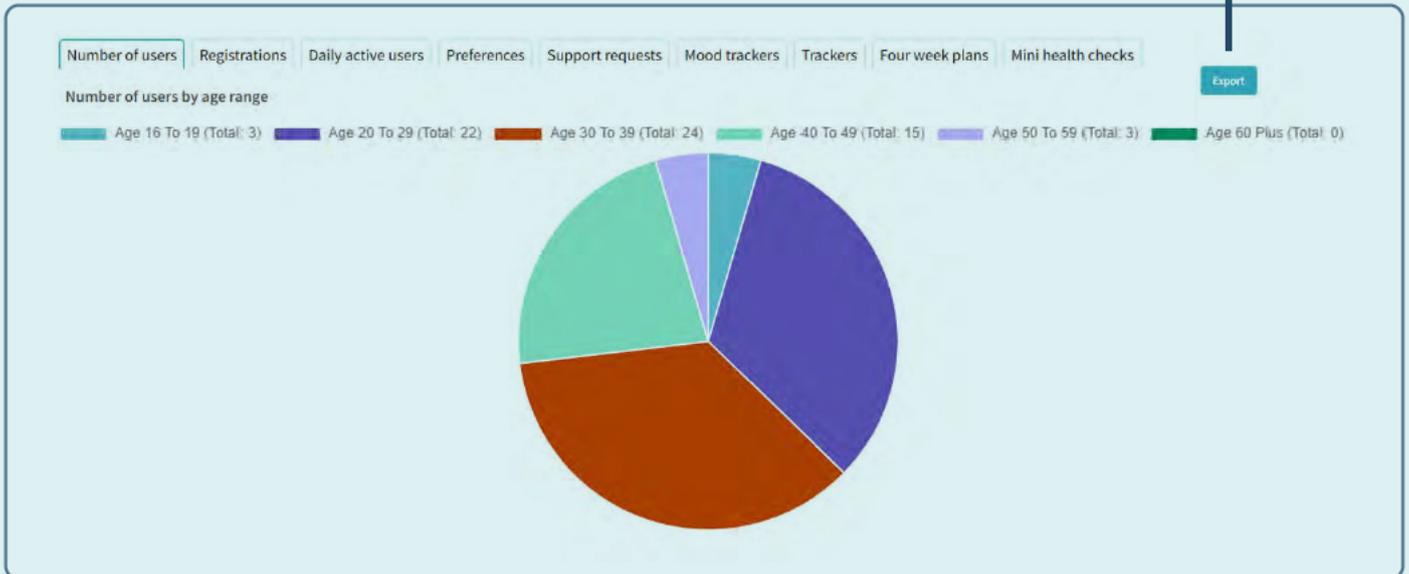
You can access all the below reports in the Wisdom back office. All reports can be grouped by age and gender.



Exporting Data

As a Wisdom app admin, you can export data from all the charts on your dashboard. Here's how:

1. Click on the 'export' button at the top right of your chosen chart.
2. Save the downloaded file to a desired location on your device.



Please note: all reports will export as a CSV file.

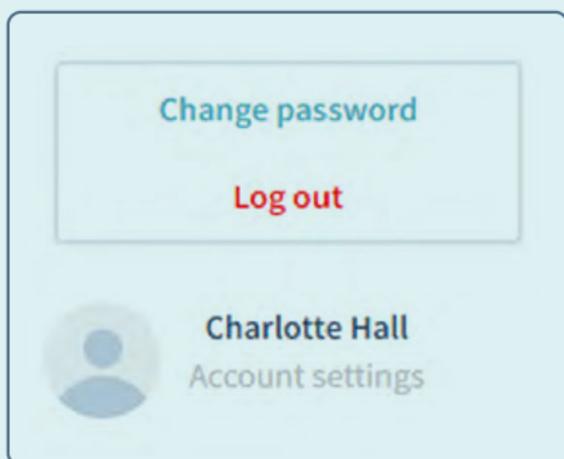
My Account

Log out of account

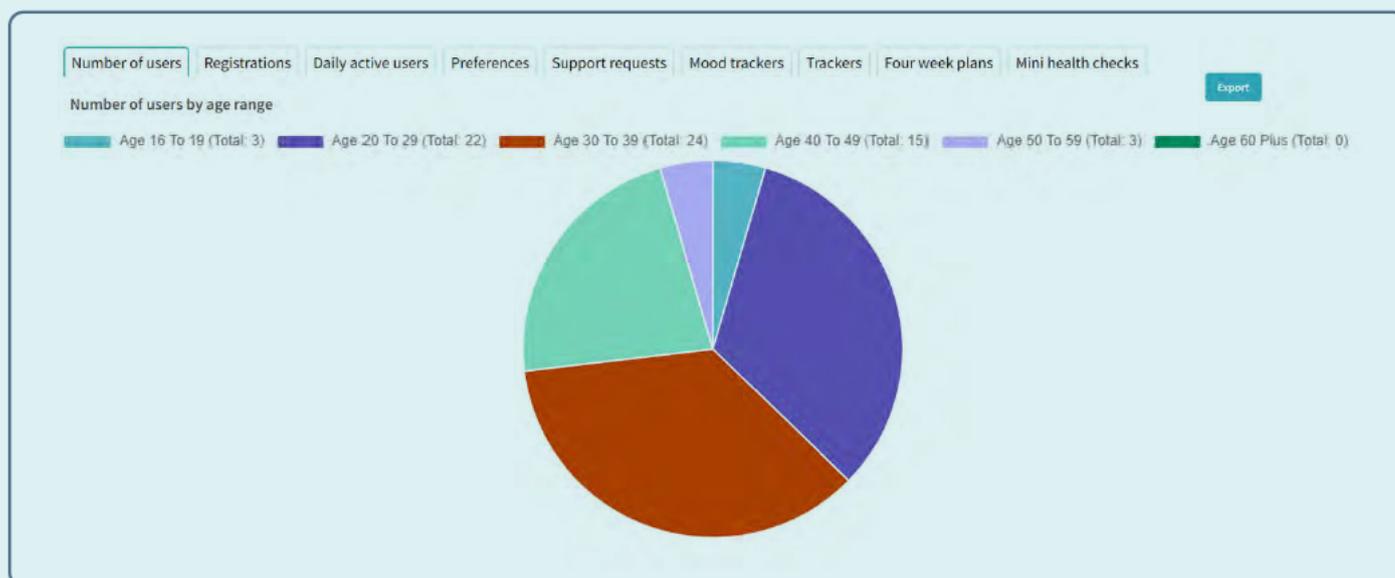
On any page in the back office, click in the bottom left-hand corner and select 'Log out'. You will be logged out immediately.

Change password

1. Click in the bottom left-hand corner and select 'Change Password'.
2. Enter your current and new passwords.
3. Click submit.



If you require any support when using the Wisdom back office, please contact the Health Assured Client Services team at Client.Services@healthassured.co.uk



Number of Users

This report reflects the total number of Wisdom users within your organisation.

Number of Registrations

This reflects the number of new users who have registered on the app over a defined period.

Daily Active Users

This report reflects the number of daily active users over a certain period of time.

Preferences

This report provides an overview of the wellbeing categories users are accessing.

Support Requests

This report reflects an indicative number of support requests over a certain period of time, based on the following activity logged within the app:

- Phoning the Health Assured helpline
- Requesting a call-back
- Initiating a Live Chat session
- Initiating a Video Call session

Mood Trackers

Admins are able to view average moods recorded by users.

Trackers

This report tracks the number of users utilising the wellbeing tracking tools over a certain period of time.

4 Week Plan Utilisation

This report highlights the usage of the 4 Week Plans within the app.

Mini Health Check Utilisation

Here, you can track the number of users initiating and accessing the Mini Health Check features within the platform.

Partnership Dual Branding

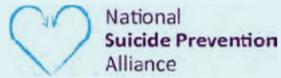
As a Wisdom Admin, you have the ability to set Dual Branding – bringing our organisations together to enhance brand identity, recognition, and awareness. Your logo will be displayed on the Wisdom homepage for all your users. Here's how to set it up:

1. In the left-hand column, click 'Dual Branding'
2. Choose an image by clicking the box and browsing through your files or simply drag and drop your logo into the box area. The image must be in JPG or PNG format and up to 10mb.
3. Click save.



h_a

Health Assured Ltd
The Peninsula, Victoria Place
Manchester, M4 4FB
0800 206 2534

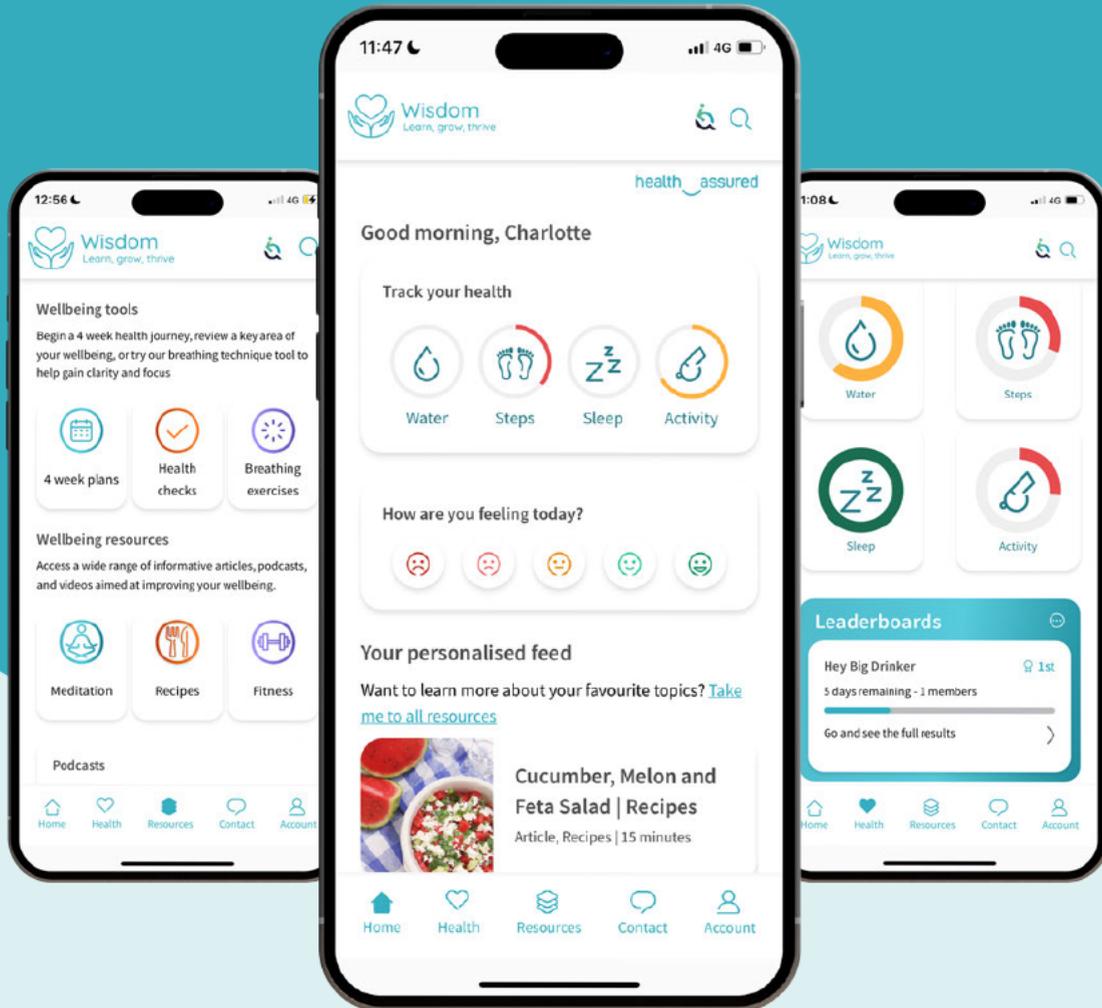




Wisdom

Learn, grow, thrive

Brought to you by Health Assured



Exciting features available on The Brand New Wisdom App



Wellbeing Trackers



Breathing Techniques



Four Week Health Plans

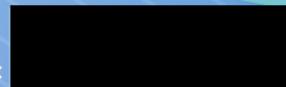


Mini Health Checks

Download and register today

Wisdom | health assured

Unique code:





Legal Information and Guidance

Free 24-hour confidential helpline

health  assured

Legal Information and Guidance

The Health Assured 24/7 confidential helpline and Wisdom app give you access to legal information and guidance on a wide range of issues including personal, financial, and legal matters.

Our in-house legal advisors are fully trained and have extensive experience in providing immediate support to individuals in their time of need. The Health Assured legal team will assist with a wide range of issues by providing information on legal processes, obligations, and liabilities, enabling you to identify your next step and make informed decisions about the best way to resolve the issue at hand.

Common reasons for calling include:

- Consumer rights
- Medical negligence
- Landlord and tenant
- Family and matrimonial law
- Motoring offences
- Housing and property law
- Childcare & eldercare
- Personal injury
- Civil litigation
- Wills and probate

Our helpline also provides guidance and signposting for debt and money management including:

- Budgeting
- Debt management plans
- Mortgage advice
- Buying or renting a property
- County court judgements
- Equity release
- Negotiating with creditors
- Benefits and grants
- Financial calculators

The reasons listed above are examples- our legal support service covers a wide range of topics, and your call will never go unanswered. The Health Assured 24/7 confidential helpline makes it easy for you to access support, information, and counselling as a fully integrated package. We have a range of resources available on our Wisdom app, giving you access to tools that promote a healthy lifestyle and greater wellbeing.

Download the Wisdom App

Unique code:



health  assured

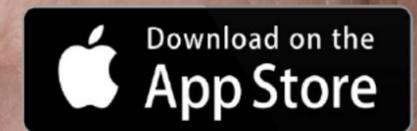


Wellbeing Hub and Helpline

- Unlimited access to 24/7/365 confidential telephone helpline, LiveChat and email
- Up to 6 sessions of face to face, telephone or online counselling including CBT techniques
- Legal information services including debt and financial information
- Computerised CBT programmes available
- Medical information by qualified nurses Monday - Friday, 9am – 5pm

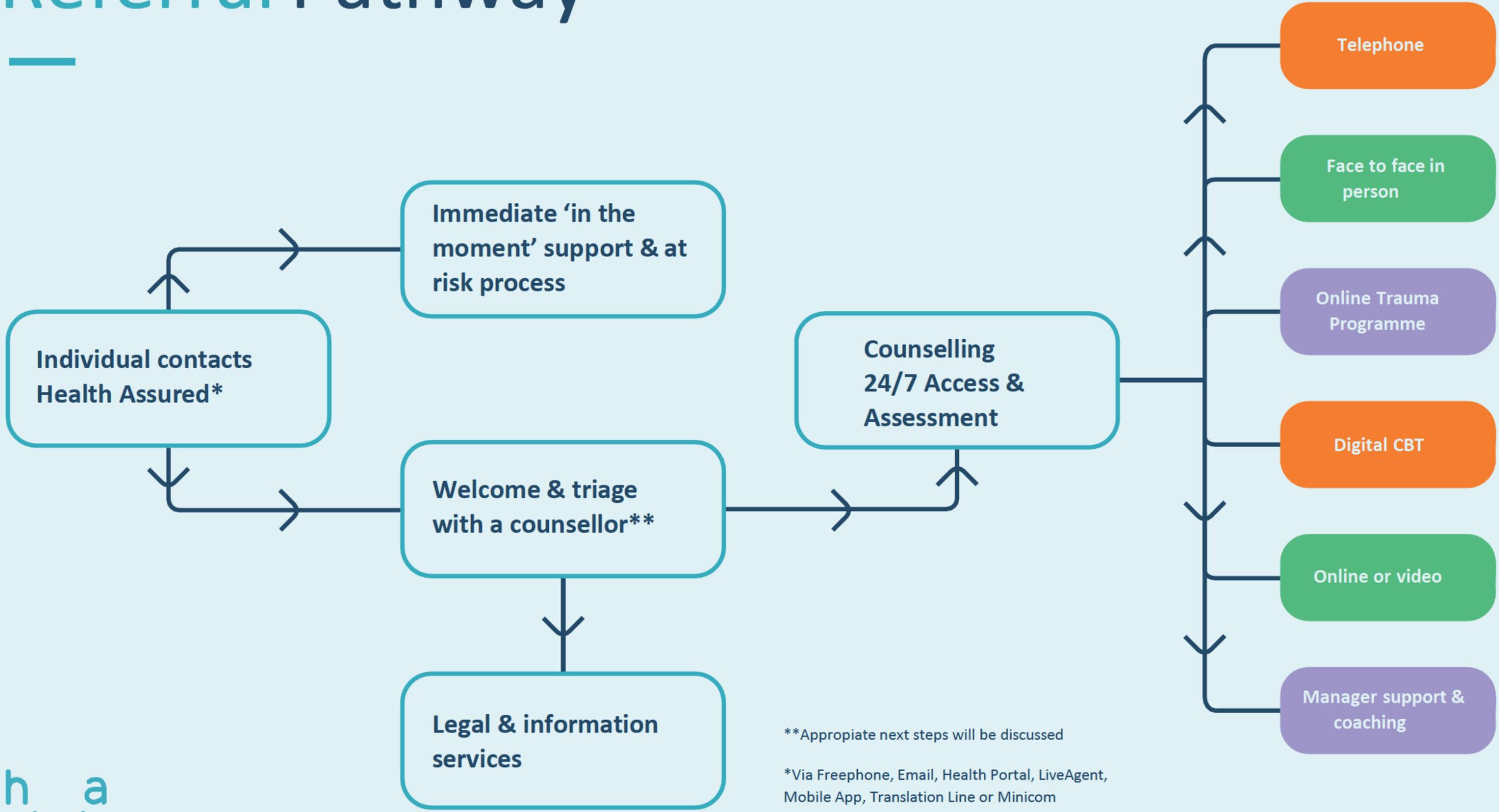
- Family advice line on topics such as childcare or eldercare
- Coverage for dependants and retirees (up to 3 months) within HMRC guidelines
- New Wisdom Digital Platform
- Manager consultancy and support

*Partners, spouses, and any dependents between the age of 16-24 who are still in full time education.



Org code
MHA280607

Referral Pathway



**Appropriate next steps will be discussed

*Via Freephone, Email, Health Portal, LiveAgent, Mobile App, Translation Line or Minicom



Issues that Health Assured Support

Health and Lifestyle



Physical Health | Sleep | Medical Information | Mental Health | Sickness Absence | Critical Incidents
Rehabilitation | Addiction | Cancer Survivorship | Terminal illness | Menopause Support

Legal Information



Probate and Wills | Legal Queries | Caring for a Dependent | Debt and Financial | Buying a Home
Separation & Divorce | Employment Law and HR Advice Line

Work Life



'Leavism' & 'Presenteeism' | Managing Change | Return to Work | Bullying and Harassment Life
Coaching | Redeployment | Redundancy | Retirement | Stress

Home Life

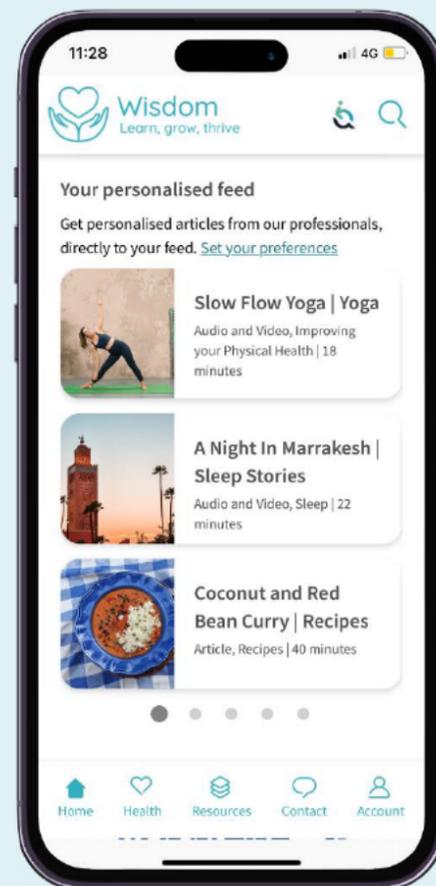
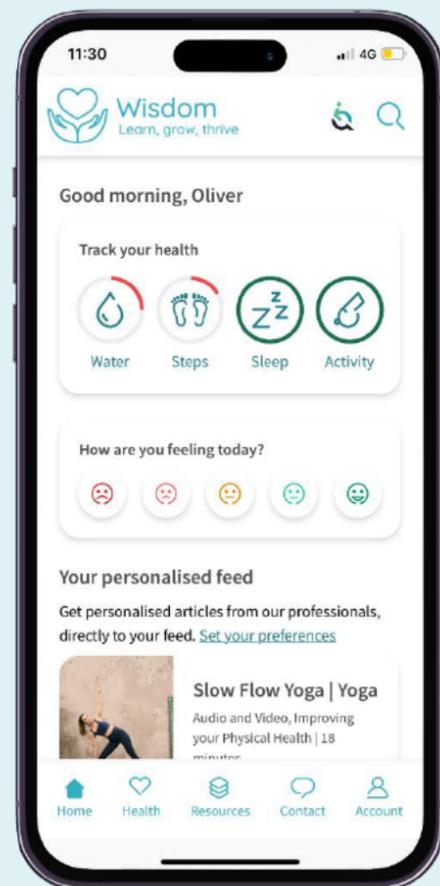


Identity and LGBTQ+ | Domestic abuse | Discrimination | Childcare | Eldercare | Dependent Care
Bereavement and Loss | Relationships and Marital



A New Age of Wisdom

Wisdom provides an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness. The features are designed to improve the user's mental and physical health by using personal metrics to set goals and achievements, which include:



Your Health



Interactive mood tracker

You will receive regular prompts to track your mood - helping you identify patterns and trends.



Four week plans

Our four week plans allow you to reach your health goals and track your daily progress.



Mini health checks

Take a minute to check in with yourself by using the health checks to assess your mental wellbeing.

Wellbeing connected



Personalisation

Wisdom allows you to personalise your homepage so you can access tailored content and resources.



Helpline

Our helpline is available 24/7, 365 days a year.



Live chat

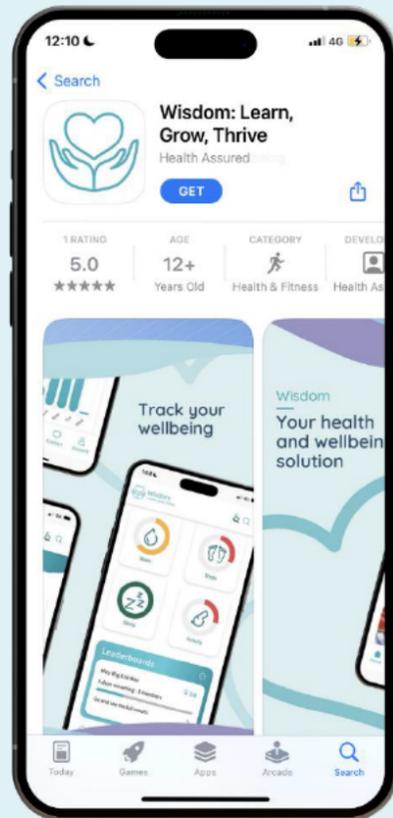
The Live Chat feature allows you to contact a wellbeing counsellor using live messaging and video calls.

Download and Register

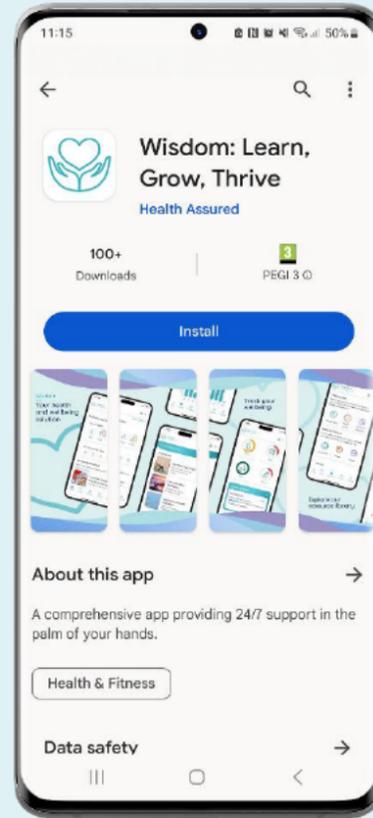
Your unique code:
MHA280607



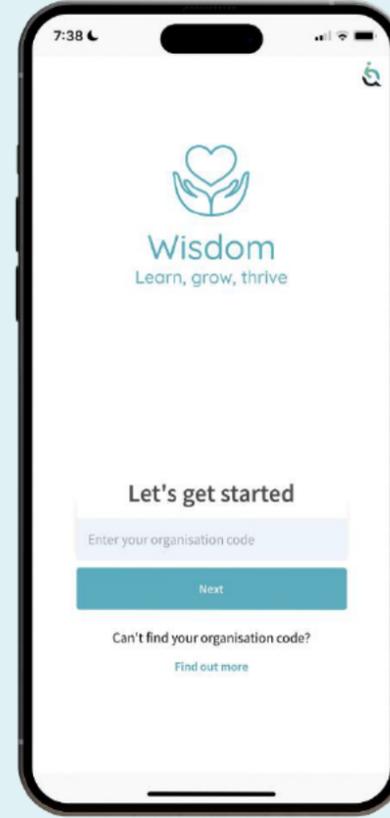
Follow these simple steps to download and register your WISDOM app



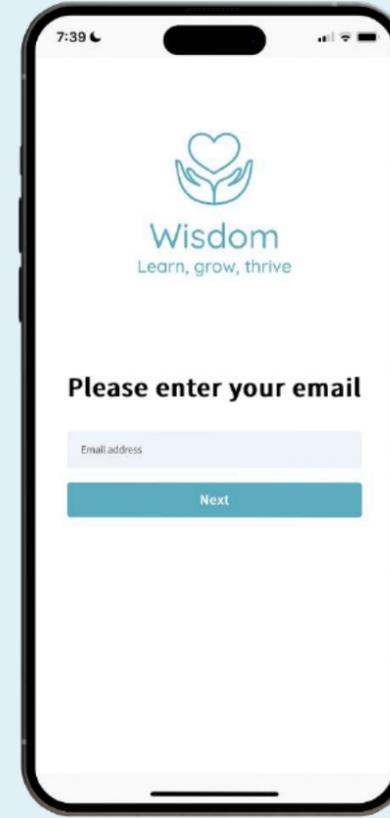
Get it on the
App Store



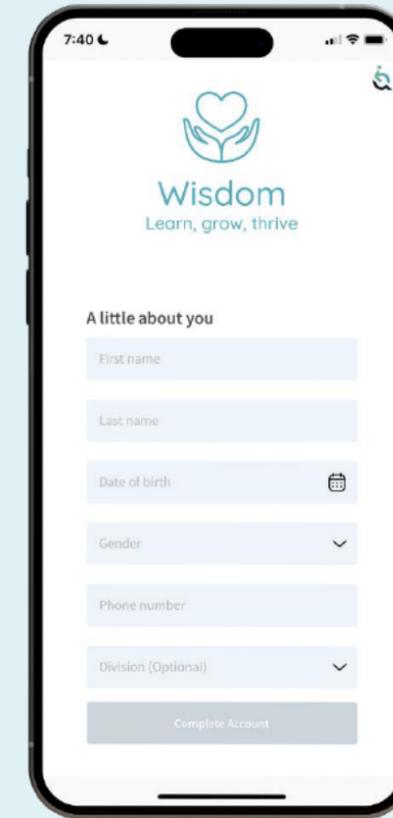
Get it on the
Play Store



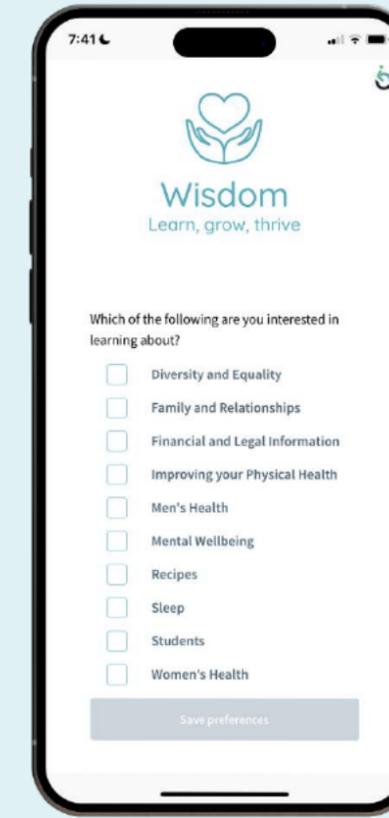
Enter
your code



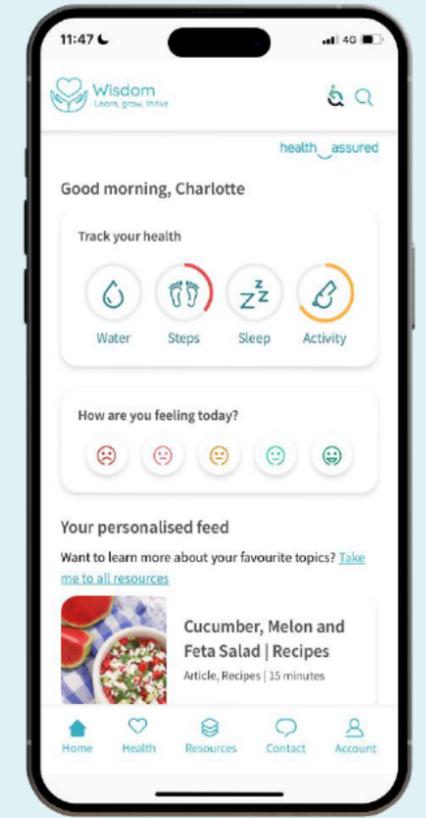
Sign up
via email



Enter
your details



Personalise
Preferences



Welcome
to Wisdom

Health Assured Social Calendar

The Mental Health Hour

January	Sticking to resolutions
February	Coping with loneliness
March	Sleep better
April	Dealing with stress
May	Meditate for mental health
June	Caring for someone with Alzheimer's
July	Panic attacks
August	Acts of violence based on belief
September	Supporting someone who is suicidal
October	Menopause
November	Disability in the workplace
December	Money worries

Spotify

January	A positive start to the year
February	Love is in the air
March	Here come the girls
April	Spring sounds
May	Love yourself
June	Pride playlist
July	Summer sounds
August	Southing sounds
September	Get productive
October	Black history month
November	Calm before the storm
December	Winter wind down

Peace of Mind Podcast

January	Setting and achieving goals
February	Physical Wellbeing
March	Financial wellbeing and cost of living crisis
April	Future of digital wellbeing
May	Sports and mental health
June	LGBTQ+, undivided, trans community
July	Children's mental health
August	Parenting: Parents in crisis
September	Student mental health
October	Burnout, disconnecting and setting boundaries
November	Low mood or depression (SAD)
December	Disability in the workplace



Thank you for your time today

- **Free** UK/ROI based helpline available **24/7 365** – UK: 0800 028 0199 – ROI: 1800 936 071
- **Confidential** support
- **Emotional, legal and financial assistance** available
- **Work and personal life** support
- **Short-term therapy** available following a **clinical assessment** with a counsellor via the helpline

Wisdom app –

