** Employee Assistance Programme 2022**

**Appendix A – Service Specification**

This specification describes

the service required by the Council in the delivery of:

**Employee Assistance Programme**.

**Index:**

1. **AIM AND SCOPE**
2. **GENERAL DESCRIPTION OF THE SERVICE**
3. **ORGANISATION AND STAFFING**
4. **CORE SERVICES**
	1. **Employee Assistance Programme**
	2. **Counselling (face to face)**
5. **OPTIONAL SUPPLEMENTARY SERVICES**
6. **TRAINING**
7. **CONTRACT MONITORING**
8. **MANAGEMENT INFORMATION**
9. **SERVICE STANDARDS**
10. **KEY PERFORMANCE INDICATORS**

**Specification**

1. **AIM AND SCOPE**

The Council wishes to procure an Employee Assistance Programme as part of the measures it has in place to support the health and wellbeing of its employees.

1. **GENERAL DESCRIPTION OF THE SERVICE**

The supplier will provide an Employee Assistance Programme to the London Borough of Lambeth (LBL / Lambeth Council), assisting the Council to achieve its aims around a healthy workplace.

1. **ORGANISATION AND STAFFING**
* For organisational purposes the supplier providing the occupational health service will liaise with the Corporate Health & Safety team, Human Resources, Learning and Development services, the Council’s Occupational Health supplier or as stipulated within the terms of the contract
* The Supplier will employ the appropriate number of competent, professional and administrative staff necessary to enable the efficient and cost-effective delivery of the service. The Supplier will comply with the Equality Act in the employment of staff.
1. **CORE SERVICES**
	1. **Employee Assistance Programme**

The supplier must:

* + 1. Deliver an effective and modern EAP service to the council’s approximately 2,600 employees (excluding schools).
		2. Provide an independent and confidential counselling, support, advice and information service delivered by suitably qualified personnel to help employees deal with work-related and personal problems and challenges including:
* Work-related events
	+ Work demands
	+ Bullying / harassment
	+ Support
	+ Change
	+ Role
	+ Relationships
* Non-work-related events
	+ Mental health / anxiety / depression
	+ Employment
	+ Housing
	+ Legal
	+ Financial (including debt and tax advice)
	+ Partner / family issues
	+ Health
* Life events / bereavement
* General health and wellbeing
	+ 1. Provide support on 24 hours/365-day telephone advice.
		2. Provide a dedicated external website which will be available to all employees 24 hours a day, 365 days a year with information on health and wellbeing help sheets and self-help guides etc. The websites and portals must conform to WCAG 2.1 accessibility standards at minimum AA level. If not, providers must indicate a plan of action to meet this minimum [in line with government guidance](https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement). The external website should be available without login from within the Lambeth network.
		3. Provide support to be available on a dedicated mobile app which will be available to all employees 24 hours a day, 365 days a year with information on health and wellbeing help sheets and self-help guides etc. The dedicated app must be available on Google Play and Apple App Store
		4. Provide a telephone advice line which should be a freephone available 24 hours / all year round.
		5. Telephone advice for the above services to be available to employee’s immediate family and dependents [in line with HMRC guidance](https://www.gov.uk/hmrc-internal-manuals/employment-income-manual/eim21845).
		6. All counselling referrals to be case managed to ensure quality and consistent service. Counsellors shall be available with a range of experience of diversity, reflecting the diversity of the council’s workforce[[1]](#footnote-2)
		7. Provide continuity of counsellor during the period of action on a referral unless exceptional circumstances dictate otherwise, or the employee requests a new referral.
		8. Produce monthly help sheets on topical workplace issues, delivered electronically to the identified Internal Comms, HR and H&S Managers
		9. Produce EAP promotional literature in accessible electronic and hard copy formats (such as leaflets, cards and posters), to be distributed as requested by Internal Comms, HR and H&S Managers at no additional cost.
		10. Provide a monthly report on the numbers and types of referrals to them - and any trends, with recommendations for action.
		11. Attendance (either virtual or in person) by Account Manager and other relevant personnel as required for other ad hoc meetings, wellbeing events, manager briefings, general promotion of the service and general support at no additional charge. Maximum of 6 per year.
		12. Bi-annual seminars on a range of topics relating to employee wellbeing and support for organisations. Up to 2 per year.
		13. Ensure that counsellors taking calls at the Initial Contact Point have access to databases of credible recognised agencies, e.g., Citizens Advice Bureau.
		14. The EAP service will provide routes to access including self-referral, manager /HR referral or Occupational Health.
		15. Data stored or processed at non-LBL locations must be protected from unauthorised access or disclosure. The provider must be able to demonstrate
* the capabilities around data retention/archiving and restoration
* How the data is protected
* If certificates are used to encrypt data at rest, then describe the key management procedures that are in place to prevent unauthorised access.
* What compliance standards the provider/vendor has been successfully audited against and when
* The data centre(s) where LBL data is to be held must be based in the EAA/EU (UK Preferred).
* Please specify the geographic location where the Cloud Service instance would be hosted.
* If there is any site-to-site replication of data for D/R or backup purposes and if so then where would the data reside geographically?
	+ 1. Any system used by the provider must provide a facility to amend user data to comply with the DPA & GDPR in line with industry standards.
		2. The Supplier solution must be compliant with ISO 27001 standards.
	1. **Counselling (Face to Face)**
		1. The supplier must:
* Provide a service consisting of an independent and confidential counselling, support, advice, and information and signposting services delivered by suitably qualified personnel.
* Accept both management / human resource referrals and employee self-referral; 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 their choice of face to face, telephone or on-line consultations
* Provide a website with information for users and potential users including promotional materials.
* Provide a fully accessible service available to users with special needs;
* Provide individual users 6 counselling sessions during a contract year.
* When recommended by the counsellor and the provider, further sessions may be available at an additional cost subject to the approval of HR, Health and Safety or the Contract Manager.
* Where longer term or open-ended support is required, the EAP Supplier(s) must sign-post the individual to suitable external sources of support and exceptionally may recommend continuing support until external provision is in place.
* Aim while respecting confidentiality to collect information as part of the monthly reporting to provide a caller profile based on information such as:
	+ Sex
	+ Employee or family member
	+ Age
	+ Call times
	+ Call category and service type by directorate
	1. **Critical Incidents**
		1. The supplier must:
* Provide a critical incident stress debriefing service at an additional cost.consisting of an independent and confidential counselling, support, advice, and information and signposting services delivered by suitably qualified personnel.
* Provide telephone support for critical incidents
	1. **Whistleblowing service**
		1. The supplier should:
* Provide a separate “whistleblowing number” which could be available on a 24 hour /365-day telephone service which could allow employees to anonymously report matters to the provider. The provider would then supply the details to a nominated Lambeth contact within the council. Details to be agreed post implementation of the contract.
1. **Training**
	1. The Supplier shall participate as required by the Corporate Health and Safety in relevant training programmes and health awareness strategies for employees run by the Council to support the take up of the EAP.
2. **Contract Monitoring**
	1. The Supplier will institute at the start date of the service, and maintain throughout the Contract Period, a system designed to ensure that the Services are carried out to the Contract Standard.

* 1. The Supplier must ensure attendance at quarterly contract management meetings with HR health and Safety and other members of Council staff as nominated by the Contract Manager to review performance and all other matters relating to the service.
	2. One of these quarterly meetings to include Supplier representative with Head of HR Contract Manager and H&S (and such other staff as the Council may determine) to present and discuss performance of the preceding 12 month’s service provision and any changes required to improve the service.
	3. Timescales and performance criteria will be measured against those set out in Schedule B of this Specification using monthly, quarterly and annual statistics, information and reports provided by both the Council and the Supplier.
1. **Management Information**
	1. The supplier shall provide comprehensive management information on a monthly, quarterly, and annual basis through the service’s portal. This shall contain management information across all purchased services including:
* Usage information (including utilisation levels and financial spend where relevant);
* Service quality
* KPI reporting;
* Trend information
* Breakdown of work and non-work-related issues
* Breakdown by Directorate (this is the top level business unit in the organisation).
* Benchmarking
* Other relevant observations on the performance

**Schedule B**

1. **TIMESCALES/PERFORMANCE CRITERIA (Additional Service Standards)**
	1. The Supplier shall carry out the service within prompt and reasonable time scales and shall seek to undertake all activities that form part of the Contract having regard to the performance criteria set out below.
	2. **Complaints**
* Acknowledge the receipt of a complaint to the complainant within 1 working day of its receipt
* Provide a copy of the complaint to the Council within 1 working day of its receipt
* Provide updates on the progress of the complaint every 2 working days
* Provide a full response to the complainant and the Council within 14 calendar days of the complaint’s receipt.
* The Supplier will present data on the number of complaints received by the service monthly. The Supplier will work with the Council’s Human Resources and Corporate Health and Safety teams to agree targets for continuously reducing the level of complaints within the organisation. These targets will be reviewed annually.
	1. **Contract Monitoring and Quality Control**

Where the Service is not completed to the standard required under the agreement, or the Contractor has breached its obligations under this Specification and Approved Method Statement; or the Contractor has failed to comply with a critical KPI as set out , the Council’s Authorised Officer shall be entitled to issue a Service Performance Improvement Notice, where the Council issues 3 (three) Service Performance Improvement Notices in a 12 (twelve) month rolling period.

* 1. **Customer Service**
* Respond to calls within 5 rings (98%)
* Respond to call backs within 2 hours (98%)
* Respond to non-counselling messages within 1 working day (98%)
* Respond to emails within 48 hours.
* Respond to written correspondence within 5 calendar days.
1. **Other key performance indicators**
	1. The supplier shall deliver the service to satisfy the following key performance indicators:

Employee Assistance Programme

|  |  |  |
| --- | --- | --- |
| **Key Performance Indicator** | **Monitoring Frequency** | **Required Performance** |
| Customer Satisfaction with service (including outcomes from referral) | Monthly / Annually | 95% |
| **Counselling Services** |  |
| Initial counselling appointment arranged within 48 hours of first contact | Monthly / Annually | 98% |
| Initial counselling session to take place within 5 working days of first contact | Monthly / Annually | 98% |
| Fast track referral appointments booked within 2 working days of referral | Monthly / Annually | 98% |
| Red flag cases matched immediately for telephone support | Monthly / Annually  | 100% |
| **Account management** |  |
| Account management support available Monday to Friday – 9am to 6pm | Monthly / Annually  | 98% |
| Data from service to be available in Excel format | Monthly / Annually | 100% |

1. Please refer to [Lambeth Workforce information 2020/21](https://beta.lambeth.gov.uk/sites/default/files/2021-11/Annual_Workforce_and_Equality_Report_2020-21.pdf) for further information. [↑](#footnote-ref-2)