Request for information

College of Policing OH & EA requirements 2023

Ref: COP35\_2023

Response deadline: 13 December 2023

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# Introduction

The College is conducting early market engagement in the form of this Request for Information (RFI) to explore potential solutions that could meet its requirements as set out in this document.

Contained within this document is a background to the project and the requirements along a series of questions for interested parties.

The responses to this document will be used to inform the future direction we take both in terms of the solution and any future procurement process.

In responding to this RFI, participating parties agree that should their responses be of interest, the College may in the future seek further engagement to better inform the College’s approach to any future procurement.

# The College of Policing

## The College of Policing is the professional body for everyone working in policing in England and Wales. Further information on the College can be found at: <http://www.college.police.uk/Pages/Home.aspx>. The purpose of the College is to support everyone in policing to reduce crime and keep people safe. The College’s work is themed into four subject areas and the organisation works together with policing and stakeholders to:

## **Prevent crime**

## Setting standards, such as APP, and keeping everyone in policing informed about any changes and updates to legislation

## Providing everyone in policing with the training and operational knowledge they need, helping officers to determine the most effective ways to reduce crime

## Maintaining records of those who are unsuitable for employment in policing

## **Share knowledge**

## Gathering and sharing local experience at a national and regional level, to improve practice across the service

## Collaborating to identify what works based on practice and research evidence, to help keep the public safe

## **Achieve their potential**

## Supporting personal progress and wellbeing, by delivering learning materials and professional development programmes in response to the challenges of policing

## Ensuring that our standards, assessment processes and guidance are fair for all and help to increase diversity across policing

## **Give policing a voice**

## Providing officers, staff and volunteers with opportunities to connect and learn from each other’s experiences Identifying and responding to future demands on policing, and giving decision makers the evidence, they need to support their case in national forums

# Background

# The College requires an Occupational Health and Employee Assistance Programme which should be a phone or on-line chat internet-based forum available for all employees, whether UK based or deployed overseas. The Programme should provide both a face to face or virtual service.

# The College has a total headcount of approximately 826 staff in various posts. This number is made up of volunteers, associates, permanent and fixed term posts who it is anticipated would be users of the services.

# The College also has approximately 80 secondees, it is anticipated they would access OH and EAP services via their parent organisations and not via the College.

# As the College provides international training and assignments, there may be approximately ten employees assigned overseas for various time periods at any given time. For background, in 2022, 79 trips were made by employees.

# There are currently no permanent staff based abroad. The College’s staff may be assigned to various locations depending on operational requirements, and services provided to be reviewed on a case-by-case basis, including costs incurred.

# The required service will be accessed by employees on an ‘as and when required’ basis, therefore volumes of work cannot be guaranteed. In practise, an average of 263 Occupational Health referrals have been made annually over the last three years, with 113 Employee Assistance cases raised during 2022-23.

# Desired Outcomes

## The College is seeking to appoint a Supplier to provide an Occupational Health and Employee Assistance Programme which should be a phone or on-line chat internet-based forum available for all employees,

# The College’s existing contractual arrangement in respect of the provision of Employee Assistance and Occupational Health Services will come to an end on 31st March 2024.

# The College is seeking expressions of interest from interested providers to participate in a Market Engagement exercise, which will inform a subsequent competitive procurement exercise to engage into a new contractual agreement.

# The vision is to award a contract for two (2) years, with an option to extend by another two (2) years in increments of 12 months.

The Potential Provider shall ensure that all Services, including the necessary Supplier Personnel, be available as a minimum, fifty-two (52) weeks a year, 7 days per week between the hours of 08:00 hours to 18:00 hours. The employee assistance helpline should be available 24/7.

The Potential Provider shall note that standard service hours vary across the College and availability may be required during evenings, weekends and Bank and Public Holidays. Any additional charges shall be agreed with the College in a resulting contract.

The Potential Provider shall ensure that the Telephone Support Service will be accessible to College Personnel, via a Freephone number or a dedicated non-premium rate and/or a 01, 02, 03 prefix, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code and shall be able to accept calls from outside the UK.

The following shows a projection of usage of employees assistance enquiries, based on annual figures available at the time of writing (to include “red flag” incidents) as follows:

### Website- 230

### Telephone counselling- 67

### Legal advice- 4

### Telephone appointment (first session)- 71

### Telephone appointment (additional sessions)- 112

### On average, 90 occupational health enquiries are made per annum, although for confidentiality reasons, it is not possible to go into further detail as to their purpose.

### At time of writing, approximately 75% of College of Policing staff were home based. Those still office based are located at sites in Central London, Harrogate, County Durham, and Ryton on Dunsmore near Coventry.

# Outline of requirements

## **OCCUPATIONAL HEALTH (OH)**

### A helpline is required to provide employees with assistance to help them manage their personal and work-related problems. The service should include employee’s family members, including children, to ensure that eligible users have assistance in managing their domestic life before personal and work-related problems impact on work. For clarity, the definition of “family” includes mother, father, partner, children (18+) and/or anyone who lives at the same household.

### The Potential Provider shall provide the core requirements which shall include but not be limited to:

### Telephone Support Services

### Online Service Portal.

### Attendance Management Advice and Assessments.

### Attendance Management Reports.

### Case Conferences.

### Support for Ill Health Retirement.

### Pre-Appointment & Pre-Enrolment Checks, with the involvement as appropriate of Access to Work, to ensure that all necessary paperwork is submitted, and that the clinician assesses that there are no further workplace needs

### Workplace Needs Assessments and Adjustments which shall include:

### Scheduled and Bespoke College staff training for conditions under the EQA 2010 and services offered by provider etc.

### Assessments Relating to Reasonable Adjustments for Hearing and Sight Loss.

### Dyslexia Assessments.

### Autism Assessment

### Neurodiversity Assessment (including, but not limited to, Autistic Spectrum conditions, ADHD, Dyspraxia, Dyscalculia, and Dysgraphia

### Specialist Support Services.

### Support Worker Services.

### Occupational Therapy Assessments.

### Display Screen Equipment Assessments.

## The helpline must include:

## Direct confidential and unlimited access to a 24-hour Freephone/Online Life Management Service with all calls answered by fully qualified Counsellors. These should be backed by specially trained information experts with relevant qualifications in information research and retrieval providing information on legal, financial and many other topics. This should include access to guidance on a wide range of childcare, eldercare, and disability issues.

## Direct, confidential, and unlimited access to a 24-hour Freephone Personal Support service with all calls answered by fully qualified counsellors who adhere to the BACP and EAPA Codes of Ethics.

## Up to 6 personal face-to-face counselling sessions per condition close to employee residence or place of work, for each person entitled to use the scheme, for those for whom short-term counselling is appropriate following psychological evaluation.

## Direct, confidential, and unlimited telephone Access to a 24-hour nurse led health information service offering a wide range of health support and specialist information, such as information on prescribed drugs and welfare issues.

## An online information portal will be required, which provides individuals, and their immediate family, with access to a secure online counselling portal as well as providing information, resources, and options to address a wide range of issues both at home and at work.

## Additional face-to-face counselling sessions should be available on a pay-as-you-go basis and subject to sign off.

## Comprehensive "case" management is required of all counselled employees using an internal Case Management Process under the supervision of a senior clinician.

## A helpline is required to provide support for managers and supervisors.

## The College requires support for employees working internationally. This should include a helpline for emergencies, post assignment debriefs and any recommended psychological care.

## The Potential Provider will need to provide ongoing liaison with the College’s internal co-ordinator(s) for the OH. This includes developing objectives for the OH Team together with measurements for efficiency, quality, and cost effectiveness.

## A Management Advice Report (MAR) service is required. When an Employee has a health issue which is impacting on their ability to carry out their full role, management will refer them to the provider where assessments are undertaken by either an OHA or OHP, either telephonically or face to face. Following the assessment, and if necessary supplemented by Further Medical Evidence or Independent Specialist Evidence which is obtained by the OHA or OHP, reports should be provided to management summarising the Employee’s issue, provide reasonable workplace adjustments and interim interventions if required, likely future impact on the ability of the Employee to do their job, return to work timings and if clinically appropriate advice on how to intervene to accelerate return to work and full productivity or if not able to return to the full role what other management options may be available.

## Follow-up calls are required to an Employee who has previously attended a face to face or telephone assessment for the purpose of providing support or mediation between the employer and employee. The call should be conducted by one of the provider’s clinical team, typically an OHA or OHP.

## When agreed and specified with the College by either contract or implementation and when clinically appropriate, the provider will seek further information from the Employee’s GP and/ or Treating Specialist. This will be done using appropriate consents as required by law. The responsible provider clinician will then produce a Management Advice Report based on the information from the GP and/or Treating Specialist.

## The College will require the new provider to provide New Starter Health Assessments. These online or paper-based assessments should be undertaken by the Employee following identification of the Employee’s role and any risks by the Customer. The assessment should determine any issue or risk to the Employee, Customer, or others from the Employee taking up their position.

## Remote clinicians must be available to provide telephonic assessments, as well as advice to the College.

## Health Screening Service for Night Workers is required:

## The Potential Provider must provide the opportunity for a health assessment at no additional charge in the following circumstances:

### Before commencing night work.

### Transfer to night work.

### At regular intervals thereafter.

### It must also cover:

### The maximum weekly working time limit, Night work limits, and Health assessments for night work.

## All completed questionnaires should be sent to the Provider for assessment. One or all the following should occur as a result of this assessment:

### A signed Health Surveillance record is issued by the Provider and returned to the Customer if the employee is advising on ability to undertake the role as defined by the Working Time Regulations.

### A GP or Specialist report may be requested on occasion before a recommendation can be made.

### A face-to-face assessment may be arranged with one of the Provider’s network of doctors or medical specialists on occasion before a recommendation can be made face-to-face assessment may be arranged with one of the Potential Provider’s network of doctors or medical specialists on occasion before a recommendation can be made.

### The clinician should determine the outcome and either issue a Clearance Certificate or, a letter of explanation to the relevant representative. Feedback should be provided directly to the College within confidentiality protocols and ‘duty of care’ protocols.

## **EMPLOYEE ASSISTANCE PROGRAMME (EAP)**

## The Potential Provider shall provide the core requirements which shall include, but not be limited to:

### Online Portal for processing referrals.

### Management referral for an employee

### Telephone, Triage and Support Services which shall include but not limited to:

### Advice and support.

### Bullying and harassment support.

### Whistleblowing Services.

### Management support services.

### Coaching and counselling services including therapeutic interventions and

### case management.

### Trauma and critical incident support.

### Health and wellbeing promotion and awareness; and

### Publicity and promotion of training events relating to health and wellbeing

### The Potential Provider shall provide the Authority Personnel with access to

### obtain advice and support for, including but not limited to the following:

### Alcoholism.

### Anxiety.

### Bereavement.

### Bullying / harassment / intimidation / discrimination.

### Career / job related stress.

### Care problems related to childcare / eldercare / disability care;

### Debt advice.

### Depression.

### Domestic violence.

### Eating disorders.

### Family / relationship problems.

### Gambling.

### Gender reassignment.

### Health problems.

### Illness of a family member.

### Legal information.

### Lesbian, Gay, Bisexual and Transgender (LGBT) issues.

### Mental health related issues.

### Matrimonial / domestic settlement problems.

### Performance related problems.

### Post-traumatic stress problems including those arising from an accident at work or work-related incident

### Redeployment / relocation / redundancy.

### Sexual assault and abuse.

### Stress.

### Support for all parties involved in a formal work-related investigation both during and following the investigation.

### Whistleblowing.

### Workplace restructuring / transformation programmes / departmental change; and Workplace trauma.

## The Potential Provider should provide full management of the EAP on behalf of the College.

### The Potential Provider must:

### Have a data system that provides detailed information about every call received. This is to be used to 'case manage' effectively and efficiently and in addition provide detailed non confidential usage and uptake information which will be of significant benefit to the College when analysing utilisation trends of the scheme.

### The Potential Provider will provide an on-going communication programme to raise awareness of the service and encourage people to use the service. This should include:

### A consultancy service to develop an appropriate communication plan.

### Organisational consultancy to ensure the effective implementation of the EAP by evaluating the College’s needs and developing appropriate solutions.

### A communication programme should be provided without any additional charge.

### A Health & Wellbeing promotional plan is required, which includes posters and a newsletter (via email in PDF format), on a monthly basis.

### The Services provided by the provider will at all times be provided strictly in accordance with the requirements of applicable legislation and standard clinical protocols.

# Security and CONFIDENTIALITY requirements

## Potential supplier must adhere to the latest current GSC Mandatory Policy Guidelines for personal data that has an OFFICIAL SENSITIVE classification.

## Potential Supplier must be ISO27001 compliant, have Cyber Essentials Plus accreditation, and have NCSC accreditation

## On-line portal access uses Multi-Factor Authentication (MFA) for administration users in line with government guidance.

## In addition to the foregoing, the Authority requires that those members of the Supplier’s staff providing services under any resultant contract are vetted to a minimum standard of NPPV2 or equivalent.

## Potential Supplier will also be required to provide on demand, evidence of its internal Privacy Notice, Data Retention Policy, data Subject Consent Form (where applicable), and Data Breach Response and Notification Policy

## 

# Request for Information Questionnaire

Please provide answers to the following questions and return your response to the following email address by the response deadline on the front cover of this document

[CPU.Tenders@college.police.uk](mailto:CPU.Tenders@college.police.uk)

|  |
| --- |
| **Response – General Questions** |
| Please provide a brief introduction to your company: |
|  |
| Please provide the name and a summary overview of the solution you are offering: |
|  |
| When delivering your solution, do you provide this independently or in partnership or collaboration with another organisation? |
|  |
| What would a typical timeframe be for the end-to-end implementation of your solution and what would the project phases look like? |
|  |
| What would be the cost of implementing your solution? (Please include one off/annual /per user costs based the above requirement) |
|  |
| How would your Organisation ensure compliance to GDPR and the Code of Practice for Record Keeping for Health and Social Care - in relation to the requirement as outlined above? |
|  |
| Can you provide any references or case studies evidencing the use of your solution? (Please provide links or documents if possible) |
|  |
| Please provide any feedback on the specification we have provided: |
|  |