## APPENDIX A

### Specification for the provision of an Employee Assistance Programme (EAP) to Basildon and Thurrock University Hospitals NHS Foundation Trust (“the Trust”).

### 1. Scope

1.1 The Trust is committed to the health and wellbeing of every staff member and therefore aims to provide support and counselling to all at the point of need.

### 1.2 The EAP Supplier will deliver an effective and modern EAP service to all staff employed by the Trust (headcount approx. 4300

1.3 The EAP service will be made available to all employees. However, use of this service is not mandatory and the Trust does not guarantee volumes.

1.4 The EAP Supplier will provide support to all employees of Basildon and Thurrock University Hospitals NHS Foundation Trust by providing a Freephone helpline 24 hours a day, 365 days a year. Telephone counsellors will provide first line support; this will include reassurance, advice and information. Following initial assessment employees may be referred or signposted onto:

* Counselling Network
* Legal helpline Advisors
* Financial, debt Advisers
* Marital Advice
* Support for family and dependants
* Family care, child/elder disability
* Work/Carer advice
* Self Help and on line wellbeing website
* Other sources of advice and assistance

1.5 It should include a mechanism for providing counselling and other forms of assistance to employees on a systematic and uniform basis, and to recognised standards.

1.6 The EAP Supplier will be required to develop a comprehensive understanding of the work of the Trust; becoming familiar with the individual culture and practices of the Trust.

1.7 The EAP Supplier will work in partnership with the in-house Occupational Health Service and the Workforce Department.

1.8 The EAP Supplier’s counsellors, clinicians and staff providing professional advice/and or support must meet the minimum level of relevant qualifications and experience required for membership of their appropriate professional body, including those not directly employed by the EAP Supplier.

1.9 A practising Counsellor should hold a Diploma in Counselling or equivalent level as a minimum qualification and should belong to a recognised UK professional body, as above.

1.10 The EAP Supplier will have robust clinical governance to ensure that users of the EAP services (“Users”) receive appropriate and high quality support.

1.11 The EAP Supplier will be able to demonstrate robust equality and diversity procedures, both in relation to their own staff, and in their dealings with the Trust’s employees who contact them for support.

1.12 The EAP Supplier will have quality management systems that will enable them to provide effective clinical, professional and administrative services in keeping with the key performance indicators.

1.13 The EAP Supplier must adhere to the EAPA standards of practice and professional guidelines for EAPs.

### 2. Specification of Service

## 2.1 The specification for the service is stated. Variations from the specification may be considered provided that a full explanation of the variation is submitted at the time of the bid.

2.2 The ability to deal with fluctuations in the use of the services due to re-organisation which could

affect numbers of people employed throughout the period of the contract.

**General**

2.3 A website, which will be developed and maintained by the provider, containing information for Users of the EAP services available and how to access them. The final content of this website must be agreed with the Trust and in line with the Trust’s Accessibility Standards. Access to the services provided will be with as little disruption to the User’s day to day duties as possible.

## The organisation focused service will provide:

* An assessment of organisational need and the design of tailored EAP services
* Clear communication of the EAP defining the purpose, objectives and parameters of the service.
* Clear communication so that the EAP is used to maximum advantage for both employees and the organisation
* Comprehensive procedures outlining how the EAP will operate and be monitored and evaluated
* An effective implementation and on-going promotion plan to reach all those eligible to use the service
* Feedback to the Trust on themes and trends which would benefit from action by the Trust.
* Arrangements for audit, evaluation and service developments

2.5Although Users will normally make a direct approach to the EAP Supplier, the Supplier will also accept referrals for help from Workforce, Managers and Occupational Health (where it has been confirmed that the User has given prior permission for an approach to be made on their behalf).

2.6 The EAP Supplier will ensure that they remain alert to emerging organisational needs so that the Trust may add new services when they are consistent with and complementary to the core EAP functions.

2.7 The EAP Supplier will assist the Trust in promoting the service through a variety of methods taking full account of the specific and diverse needs of those in the organisation.

* 1. All promotion activity will be continuous and will include all those covered by the service.

2.9 The EAP Supplier’s staff will, subject to the prior agreement, have access to premises and sites (including common areas) within the Trust where this is necessary for the provision of the services.

2.10 The EAP Supplier will acknowledge and work with the Trust to ensure that support and advice offered to staff is in line with the Trusts HR policies.

## Core Services

## Counselling – Support, Advice and Information

2.11 The EAP Supplier will provide telephone advice, information, support, and counselling by appropriately qualified professionals to all users of the service 24 hours a day, 7 days per week, 365 days per year for any welfare issue raised by the employee.

2.12 Confidentiality is fundamental to the Trust and integrity of the counselling relationship. It creates a safe space for employees to explore difficult and challenging issue. The EAP Supplier will offer the highest level of confidentiality in line with the commitment to the BACP Code of Ethics and Practice stressing the importance of professional confidentiality, which does not suggest that confidentiality should be absolute. To make it absolute would prohibit disclosures made in order to prevent serious harm to the employee themselves or to others.

2.13 The EAP Program will provide short-term intervention. The initial contact is with a BCAP qualified counsellor who will make a thorough assessment and where appropriate refer to a network counsellor for support.A programme of short term counselling, support, advice and information, assessing the individual’s needs and providing the most appropriate therapeutic interventions to ensure that the Trust’s requirements are met.

## Access to the following types of counselling is required

2.15 Telephone and on-line Counselling: Telephone counsellors should have immediate access to:-

* + National Association of Citizens Advice Bureau Database
  + A library resource containing printed and on-line information
  + Access to internet information
  1. Face to face counselling must be offered by the EAP Supplier if appropriate. The EAP Supplier is required to have a comprehensive local (to the Trust) network of counsellors, able to provide a service. Face to face counselling (where this is to take place) should be on either the Trust’s premises or, in a mutually agreeable venue within 10 miles of the User’s workplace or home.
  2. Appointments to be made by telephone, text or e-mail in line with the User’s preference.
  3. The EAP Supplier will provide continuity of counsellor during the period of action on a referral unless **exceptional** circumstances dictate otherwise. Where continuity of counsellor cannot be maintained the EAP Supplier must notify the Trust’s representative immediately.
  4. Full accessibility for all, including alternative delivery formats for example text, phone, Braille, etc.

2.21 A course of counselling will be limited to a maximum of six sessions including initial assessment. Should further support be required the counsellor may:

* Apply to the Occupational Health Service at Basildon and Thurrock University Hospitals NHS Foundation Trust for further sessions (usually limited to two or three)
* Onward referral to appropriate counselling resources (e.g. Relate) or advise the employee to seek referral to the NHS via their GP

2.22 The counselling sessions will be 50 minutes long (the counselling hour) usually on a weekly basis but may be more spread out if clinically appropriate. Normally sessions will be arranged on a “same time same place” basis, however, session may have to be arranged to accommodate shifts. Sessions will be provided within 10 miles of home/work, this will be the choice of the employee.

2.23The type of problems Users will approach the EAP Supplier with may include but will not be restricted to the following:

* addiction/ dependency/substance abuse
* anxiety / stress
* bereavement
* bullying/ harassment/ intimidation/ discrimination
* work-related issues e.g. career/ job related stress, redeployment/ relocation/ redundancy, performance related problems
* care problems related to childcare/ eldercare/ disability care, illness of a family member
* debt advice
* family / relationship problems
* health problems
* problems arising from an accident at work
* mental health related issues e.g. depression, eating disorders
* legal information
* matrimonial/ domestic settlement problems, domestic violence
* support for all parties involved in a formal investigation both during and following the investigation
* post-traumatic stress.

2.24 The EAP Supplier will provide support to Users in a number of different ways including but not limited to:

* Signposting where to get advice/ information
* Direct provision of advice/ information
* Referral to specialised agencies, e.g. Relate, Alcoholics Anonymous and other bodies.
* Operational links with other community resources, within and beyond the Trust or within the EAP itself.

Non-Core Services

Exceptional Counselling Support

2.25 Where an individual perceives themselves to be/have been bullied or harassed at work and has already received counselling sessions not connected to harassment or bullying, the Trust can, if they so wish, authorise a second counselling referral, specifically related to harassment and bullying, further 6 sessions will be delivered during a contract year.

Mediation

2.26 Although the Trust may have their own in-house mediation service, the EAP Supplier will be able to provide, on a call-off basis, independent mediation when required. The EAP Supplier will provide staff who are fully qualified to mediate in any disputes between two or more Users and to try to facilitate a resolution so that individuals can continue to work together. The price for the use of a Mediation Service should be detailed separately.

**3. Marketing**

3.1 The success of the Employee Assisted Programme throughout the Trust will depend on the launch and continued promotion of the service.

3.2 Agreed marketing routes would include;

* Poster and leaflets
* Information pack for each employee
* Guidance for managers
* Staff briefings
* Electronic Information
* In house publications

3.3 The success of the programme will be improved if the service is positively promoted. This will ensure that employees:

* Have clear and accurate picture of the purpose of the service
* Know what the service involves and how it may be beneficial to them
* Are assured about the confidentiality and the professional nature of the service.

**4. Quality Measures**

**Clinical Governance, Performance Monitoring, Audit and Review**

4.1 The EAP Supplier will be required to work within the KPIs, providing the necessary data required to demonstrate that these KPIs have been met. It is expected that the EAP Supplier will perform to meet the KPIs.

4.2 The EAP Supplier will carry out audit against the agreed KPIs and in all areas of service provision and share the results of audit with the Trust. Audit results will lead to continuous service improvements in terms of clinical practice, efficiency, quality, costs and customer satisfaction (both in terms of the end-user and the commissioner of services). The EAP Supplier will respond to requests from the Trust during the life of the contract to develop and carry out any additional audits and service monitoring which may be identified.

4.3 The EAP Supplier should devise suitable, sufficient and appropriate audit tools and methods of monitoring and reviewing their service delivery, including seeking feedback from Users of the service. The EAP Supplier will be asked to submit their proposals to the Trust for audit, monitoring and review of services, including a schedule for when and how often these will be carried out.

**Management Information**

4.4The Trust will require comprehensive management information to show that the service is being delivered to the required standard and is providing value for money.

4.5 The information will be presented in an easy to understand format on an agreed regular basis as standard. Information will also be made available on an ad hoc basis as and when requested by the Trust.

## Invoicing

4.6 The EAP Supplier will supply invoices on a monthly basis giving the details specified by the Trust.

## Key Performance Indicators (KPIs)

## 4.7 The EAP Supplier will be required to provide as a minimum the following level of service, and report monthly to the Trust upon performance against these KPIs and any others that may be agreed:

4.7.1 Call waiting times before answer not to be longer than 5 rings (95% compliance required)

* + 1. Call abandonment rate to be less than 5%
    2. Users requiring face to face counselling sessions to be seen within 1 week (95% compliance)
    3. All complaints acknowledged within 2 days of receipt (100% compliance required)
    4. Complaints to be fully resolved within 10 working days (90%compliance required)
    5. Complaints to be fully resolved within 20 working days (100% compliance required)
    6. E-mails to be responded to within 3 working days (100%compliance required)
    7. In addition to monthly reporting upon the above KPIs the EAP Supplier will be required to undertake a quarterly evaluation exercise of users who have accessed the service. Users should rate the service as highly effective (90% compliance required).

**Disputes/Complaints resolution procedure**

4.8 The EAP Supplier will have an effective policy and procedure for dealing with customer dissatisfaction and complaints

4.9 In the event of any complaint being made by the Trust or one of its employees about the quality or level of service provision, the EAP Supplier will investigate the complaint and respond in writing with the outcome of that investigation within the KPI above. If the complaint cannot be resolved within that timeframe, the EAP Supplier must send an interim response giving reasons for the delay and the likely timeframe for resolution.

4.10 Complaints will be reviewed at the quarterly Contract Review meeting.

#### **Data Protection, Accessibility and IT Security**

4.11 The EAP Supplier will ensure that they have robust data storage, management and security systems which comply with Government security, data protection and confidentially requirements. (See Framework Agreement)