

Market leading EAP service now available for your Parish

Health Assured are the EAP provider to Essex XXXX delivering around the clock, confidential, support across a range of emotional and legal issues.

It's not just a helpline number, you'll also have access to our app offering a range of bitesize learnings, 4-week programmes and discounts.

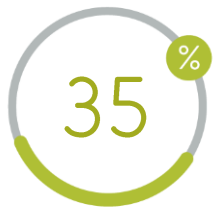
With access to a host of online resources including newsletters and webinars via our portal there is support available for everyone.

The full range of services are now available directly to you at the Parish for a flat rate of £500+VAT per annum.

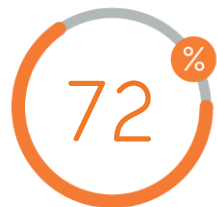


Why Health Assured?

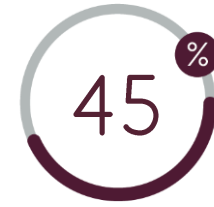
- **UK and Irelands** largest independent and award winning EAP provider
- Support over **16 million** lives across all sectors
- **Only EAP Provider BACP accredited** at organisational level
- **24/7, 365** UK-based helpline available **100% of calls answered within 20 seconds**
- Trusted by over **75,000 organisations**
- Network of over **2,100 counsellors** and psychologists across UK and Ireland
- Innovative technological development e.g. **app, LiveAgent**
- First EAP provider to join **Stonewall Diversity Programme**
- Support UK organisations in over **160 countries**
- Client retention rate of **94%** and **4.8/5** on Feefo
- **25%** of weekly calls occur outside 9am - 5pm



35% improvement in
workplace stress



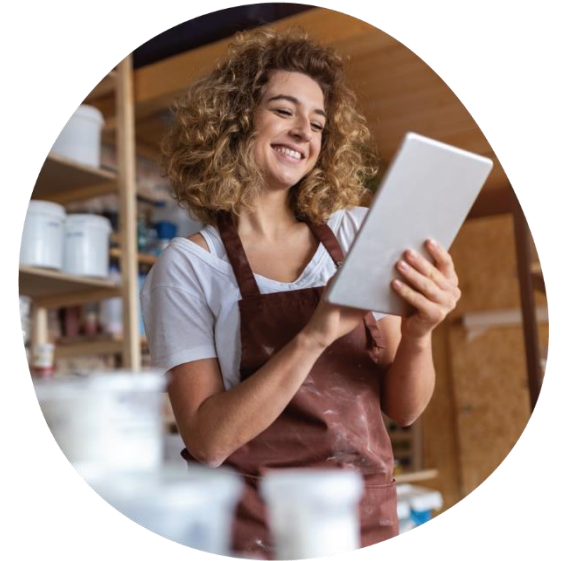
72% lift in
return-to-work rates



45% reduction in
mental-health related
**sickness and
absence**

Service overview: Core EAP

- Unlimited access to **24/7, 365 confidential helpline**
- **24/7 critical incident** telephone support
- Up to **6 sessions** of face to face, telephone or online counselling per employee, per issue, per year
- **Legal** information services
- **Debt and financial** information
- **Family advice line** on topics such as childcare and eldercare
- Access to **online wellbeing portal and mobile app**
- Self, manager, HR, physiotherapy, trade union and **OH referrals**
- Full **case management** protocols for all structured counselling cases
- **Manager consultancy** and support
- Coverage for **dependants and retirees** (up to three months) within HMRC guidelines



Service Overview: Core EAP



Manager consultancy and support

6

Up to 6 sessions of face to face, telephone or online counselling



Full case management protocols for all structured counselling cases



Unlimited access to 24/7/365 confidential telephone helpline –
0800 028 0199



Coverage for dependants & retirees (up to 3 months) within HMRC guidelines



Self, manager, HR, physiotherapy, trade union & OH referrals



Legal information services including debt & financial information



24/7 Crisis Assistance Support available



Family advice line on topics such as childcare or eldercare



Online Health & Wellbeing Portal and Mobile App

Improvement of symptoms associated with anxiety

56% using the GAD-7 questionnaire

Financial & debt information

- Financial support via our freephone helpline, providing **information and guidance** on a range of issues including, but not limited to:
 - Debt
 - Investments
 - Pensions
 - Managing money
 - Negotiating with creditors
- **Information, articles** and **resources** on our online portal and mobile app
- Financial and debt **assessment calculators** via our online portal, in partnership with Money Advice Service and StepChange
- Signposting to **appropriate specialist long-term support** including debt and financial services
- **Specialist partnership with StepChange**, the debt charity, for additional support with debt cases, facilitating **bridging** to effective and appropriate support



21% of employees say they **struggle to make ends meet financially**



34% of employees report **financial concerns impact productivity**

Legal information

- Legal consultation and information on a range of issues including **personal, financial** and **legal matters** of any reasonable kind
- Examples that we address daily include, but are not limited to:
 - Consumer rights
 - Family and matrimonial law
 - Civil litigation
 - Motoring offences
 - Probate and wills
 - Landlord and tenant
 - Housing and property law
 - Immigration
 - Terminal illness



- **In-house legal professionals** with a Law degree and completed/working towards a Legal Practice Course (LPC)
- **Signposting** to appropriate specialist organisations such as CAB and ACAS

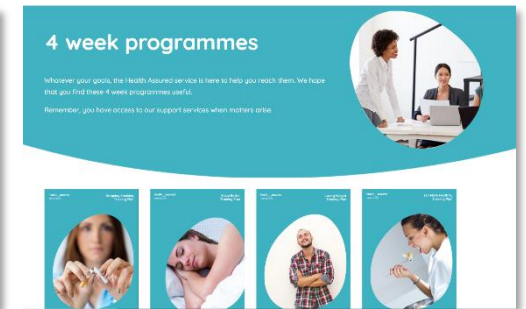
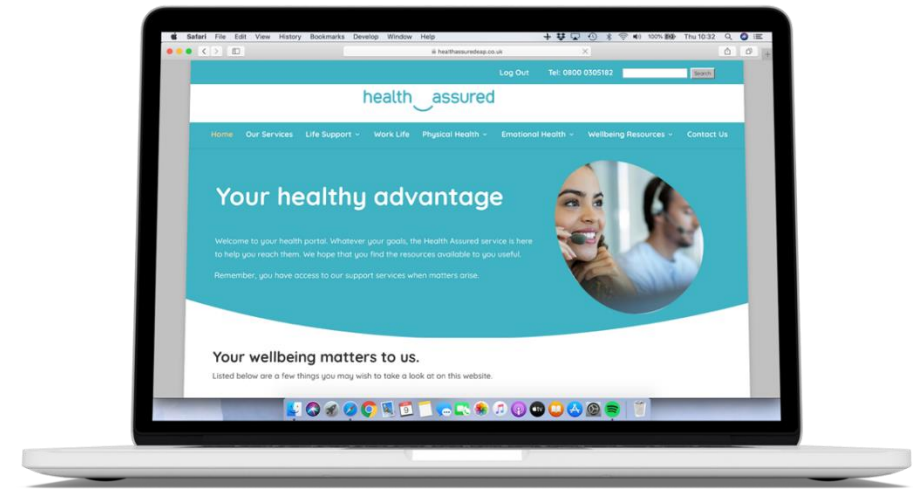
Technology

h_a



Health & wellbeing portal





- **LiveAgent** instant chat
- Monthly **webinars** on a variety of current wellbeing topics
- **Four week programmes** including quitting smoking, sleep and losing weight
- **Mini health assessments** including BMI, sleep, alcohol, anxiety and depression
- **Wellbeing articles** and **factsheets** on a wide range of topics
- **Awareness Day information** such as OCD week of action and self-injury awareness day
- **Drives engagement** in partnership with newsletter





My Healthy Advantage Plus mobile app

Our health and wellbeing mobile app 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. My Healthy Advantage Plus is an enhanced, feature-rich tier of the app. Features include:

Wellness

-  Weekly mood tracker
-  Four week plans
-  Mini health checks
-  Health hub & goals

Reward & recognition

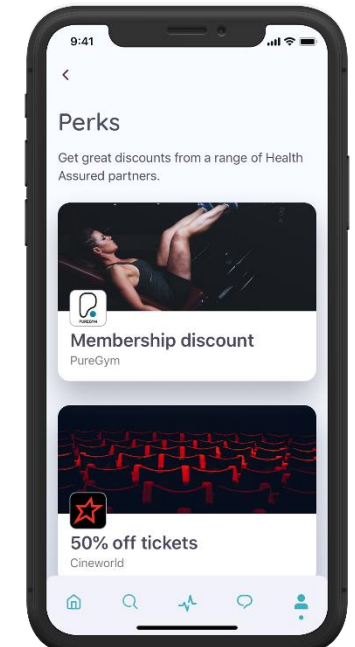
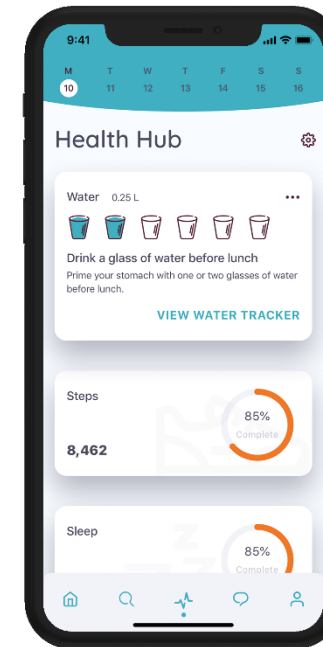
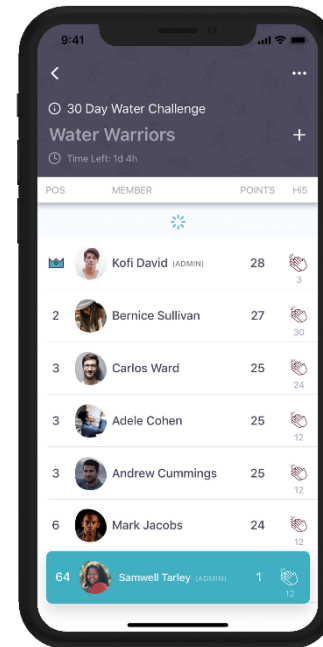
-  Achievements & recognition
-  Perks & discounts

User wellbeing

-  Personalisation
-  Support

User engagement

-  Leaderboards
-  Employee directory



Pricing

Complete EAP (6) - £500 +VAT up to 20 employees *** based on a 12 month agreement

This cost includes:

- Up to 6 sessions of telephone, face to face and online counselling, including telephonic CBT counselling, per employee, per issue, per year
- Full triage, assessment and case management protocols
- Unlimited access to 24/7/365 confidential telephone helpline
- 24/7 critical incident telephone support
- Self, manager, HR, physiotherapy, trade union and OH referrals
- Legal information services
- Debt & Financial information
- Medical Information support
- Family advice line on topics such as childcare and eldercare
- Manager consultancy and support services
- Access to Online health portal and My Healthy Advantage mobile app

