

WSM

Employee Assistance

Workplace Wellbeing

Wellbeing Solutions Management

Psychological, counselling &
practical support for employees

Improved productivity &
reduced absence for employers

- Employee Assistance Programmes
- Counselling & Advice Services
- Psychological Assessments
- Return-to-Work Reports
- Trauma & Critical Incident
- Workplace Wellbeing





Wellbeing Solutions Management

T. 020 7708 5000

E. enquiries@wsml.co.uk

W. www.wsml.co.uk

Executive Summary

A unique EAP provider

Wellbeing Solutions Management (WSM) is an employee assistance, psychological assessment, trauma and wellbeing provider that works in partnership with HR, healthcare and OH professionals to prevent and overcome stress and absence issues that limit the ability of people to perform at work. Employers work with us because our clinical expertise and flexibility deliver bespoke solutions that quantifiably increase the value of people to the organisation.

Our core service is EAP provision. An **Employee Assistance Programme (EAP)** is a powerful tool that helps managers and employees through the provision of counselling and advice covering a wide variety of work and personal issues. EAPs are now the UK's most frequently provided employee benefit and are regarded as a core component in most organisations' staff wellbeing and absence management strategies.

Our approach focuses on the delivery of a holistic wellbeing service, integrating the EAP into an organisation's existing HR and employee support mechanisms, and in particular **occupational health**. Our aim is to align the EAP as a "spoke in the wheel" of an integrated wellbeing package offered by our customers.

WSM's objective is to **effectively manage risk for our customers**. We believe that the core role of an EAP is to support HR and other managers in the effective management of stress related sickness absence. Our EAP solutions help to prevent stress related absence - as well as being effective HR resources in supporting early return to work for employees presenting with a variety of mental health and behavioral challenges.

Key Features of WSM's EAP Services

- **Free-phone 24/7 help-desk** - 0800 numbers for UK and Republic of Ireland
- **Face-to-face & telephone counselling** on a **pre-paid** or a **pay-as-you-go** option
- **Critical incident de-briefing** and trauma support counselling services
- **Advice line for managers** and support for HR and OH teams
- **Legal helpline** – provided by fully qualified lawyers
- **Debt counselling** – telephone specialist debt counselling and advice
- High quality **EAP communication literature** for all employees
- **e-material** for intranets – access to our employee assistance **web resource**
- **EAP launch programmes** and manager's briefing presentations
- Detailed and clear **management reporting** and EAP usage trend analysis
- Responsive and strategic **account management support**

Professional Standards and Affiliations

WSM operates to the highest clinical and ethical standards. We are members of the main professional bodies associated with the provision of EAP and counselling services, including the British Association for Counselling and Psychotherapy (BACP) and the Employee Assistance Professionals Association (EAPA).



British Association for
Counselling & Psychotherapy



Customers & Experience

A diverse UK-wide customer base

WSM provides EAP and related counselling / psychological services to over 100 organisations of all shapes and sizes across all parts of the UK. Our customers include NHS trusts, local authorities, universities & colleges, nation-wide retailers, manufacturers, construction firms, financial services, professional associations, trade unions and voluntary sector employers. Our customers range in size from 100 up to 15,000 employees. A sample of our EAP customer base is shown here:



Service Provision

A step by step summary of an employee's EAP service route

Employees are made aware of the EAP via leaflets and posters and by on-line/intranet material. The EAP launch also includes briefings to line managers, HR and Occupational Health (see p. 7).

All calls from employees (clients) are received by WSM's 24/7 EAP Contact Centre. The contact centre team will explain how the EAP works, record a summary of their reason for calling and agree a time they will be called back. All calls are triaged and are categorised as either *counselling* or *advice* calls:

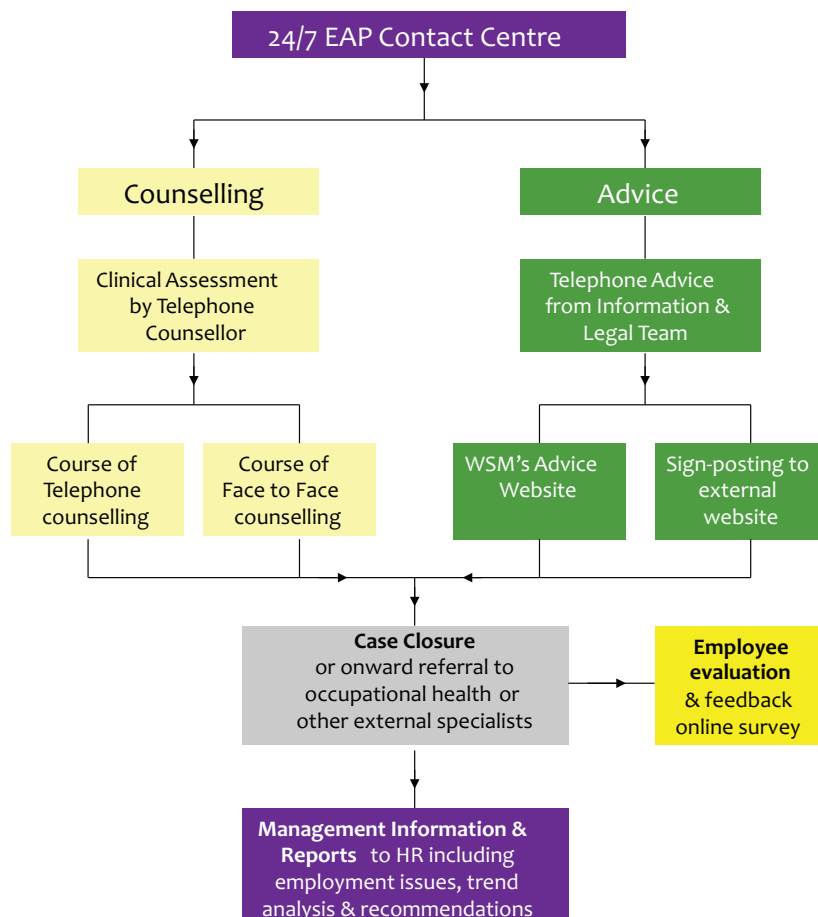
Counselling

- In an emergency, the caller will be put through to a telephone counsellor immediately.
- Normally the caller gives a convenient time to be called back (7.00am – 10.00pm),
- This first counselling session is always a telephone session and incorporates a full **clinical assessment** to determine what type of additional counselling support should be offered.
- Based on the clinical assessment (and the employer's EAP service level) either a course of telephone or face-to-face counselling is provided to the employee.

Advice

- The caller gives a convenient time for a call back, (8.00am – 8.00pm).
- Based on the nature of the advice call, an employment advisor, a lawyer, a debt specialist or other advisor will call the employee at the agreed appointment time.
- The caller may also be given information on external specialist advice helplines or websites, or directed to WSM's employee assistance online site.

At the end of their course, the caller may be referred to an external provider (NHS, GP etc.), or back into the organisation via HR or the OH team. The employee will also be invited to complete a confidential on-line evaluation and feedback survey. All utilisation of the EAP is recorded and analysed in the detailed usage reports provided to the employer. This employee case intake process is reproduced as a flowchart below:



Clinical Quality & UK-Wide Coverage

Access to WSM's UK-wide network of professional counsellors

The quality and professionalism of WSM's affiliate network of qualified counsellors lies at the heart of our EAP service. Behind all of our innovative solutions, customer service and exceptional reporting analysis, nothing matters more than the quality and professionalism of our counsellors in supporting employees and their loved ones - day in day out. All of WSM's counsellors are either BACP or UKCP accredited, and meet WSM's exacting network affiliation criteria of: Experience, insurance, accreditation, supervision and suitability of counselling premises. WSM has two counselling networks:

Telephone Counselling Network

WSM's telephone counselling team is made up of around 50 counsellors located across all regions of the UK. This specially selected team are all highly experienced at providing telephone counselling. They provide all WSM's telephone counselling sessions and our telephone clinical assessments.

Face-to-Face Counselling Network

WSM's face-to-face counselling team is made up of over 1,000 counsellors, located in all regions of the UK. WSM places a great emphasis on selecting the most suitable counsellor for each individual employee, paying particular attention to the skills and experience needed to address issues identified in the clinical assessment. We pay careful attention to the cultural and social needs of the employee, and to location to minimise travelling times. WSM also has a UK-wide network of psychologists.



Information, Advice & Legal Services

In addition to counselling support, WSM's EAPs include the provision of advice, guidance and information on all issues – covering work-related, personal and family problems. The EAP can also sign-post employees to other specialist services and organisations offering expert, local and free support. WSM has an exclusive partnership arrangement with the telephone advice division of the Legal Services Commission – the organisation that provides all telephone and many other forms of practical advice to citizens in receipt of Legal Aid. We provide employees with comprehensive money and general advice and sign-posting advice covering many areas including:

- Employment and workplace issues*
- Legal advice on personal and family matters
- Consumer and benefits advice
- Debt counselling and money advice
- Health advice and sign-posting
- Childcare & eldercare information
- Wellbeing and work-life balance
- Housing and accommodation issues

* Employers have the option of excluding employment advice



Employee Assistance Online Website

WSM's powerful and comprehensive Employee Assistance Online website gives employees links to a variety of useful sources of practical help and advice. Where available we also provide the telephone numbers and opening times of many specialist helplines run by leading experts in their fields. The website also gives employees another way of getting in touch with our advice and counselling teams. They can email us about any issue and give a preferred time for one of our counsellors or advisors to call them back. **The WSM Employee Assistance Online website is included as a standard element in all EAP packages offered.**

Launch & Promotion

Effective communication is a distinctive feature of WSM's EAP

Leaflets & Posters

WSM provides its customers with an annual full set of posters (for display on staff notice boards) and leaflets (to be distributed to all employees). WSM uses the highest quality of EAP printed material of all UK EAP providers and we provide a quality plastic "credit card style" individual **EAP membership card** for every employee. We also offer the option of producing personalised branded leaflets and posters (see the example of London Borough of Newham's EAP membership card at the bottom of the page). These can be printed with your logo and with your unique employee website access code.

Managers' Briefing Sessions

WSM will provide your managers with an EAP briefing session. The briefings are usually delivered to groups of around 12 managers.

Managers' Guide

WSM will prepare a bespoke EAP Managers' Guide for each customer. This will summarise the EAP and set out the organisational benefits for employers in using EAPs. It also provides guidance on accessing a wide range of HR referral initiated additional services.

Launch Article in Newsletter

WSM will assist employers in producing articles on the EAP in any staff newsletters that may be used.

Intranet Communication

Where employers operate an internal intranet, we recommend they add information on the EAP in relevant sections. We suggest that you create a link to the WSM Employee Assistance Online website.

On-Going EAP Communication

WSM provides employers with a continuous EAP awareness programme. This includes quarterly e-posters on a variety of topical themes and articles.

Employee Assistance Helpline

Counselling & Advice

The Employee Assistance Helpline is your confidential support service, providing you and your family with information, advice and counselling on a variety of personal or workplace issues. The helpline is paid for by your employer and is provided by an external company, WSM Ltd.

Work-related issues:

- Coping with workplace change
- Balancing work & home life
- Managing work-related pressures
- Bullying & workplace relationships
- Support after traumatic incidents

Personal & family issues:

- Debt & money worries
- Legal & professional advice
- Depression & anxiety
- Bereavement & loss
- Relationships & divorce

For support, counselling and advice, call free on:

0800 328 1437

From a UK mobile: 800 328 1437

If abroad: +44 (0) 1482 661 814

Via Minicom: 01482 661 911

(Minicom hours: Mon – Sat 8.30am – 6.00pm)

Employee Assistance Online

The Employee Assistance website provides practical advice & links to other trusted helplines that offer expert guidance. You can also email us about any problem and give an exact time for one of our counsellors or advisers to call you back. To enter this website use the access code provided by your employer. You can email us to request this access code.

Visit Employee Assistance Online at:

www.employeeassistance.org.uk



Employee Assistance Helpline

Counselling support & expert advice

0800 328 1437

From a UK mobile: 800 328 1437

If abroad: +44 (0) 1482 661 814

Via Minicom: 01482 661 911

(Minicom hours: Mon – Sat: 8.30am – 6.00pm)



Access to EAP Services

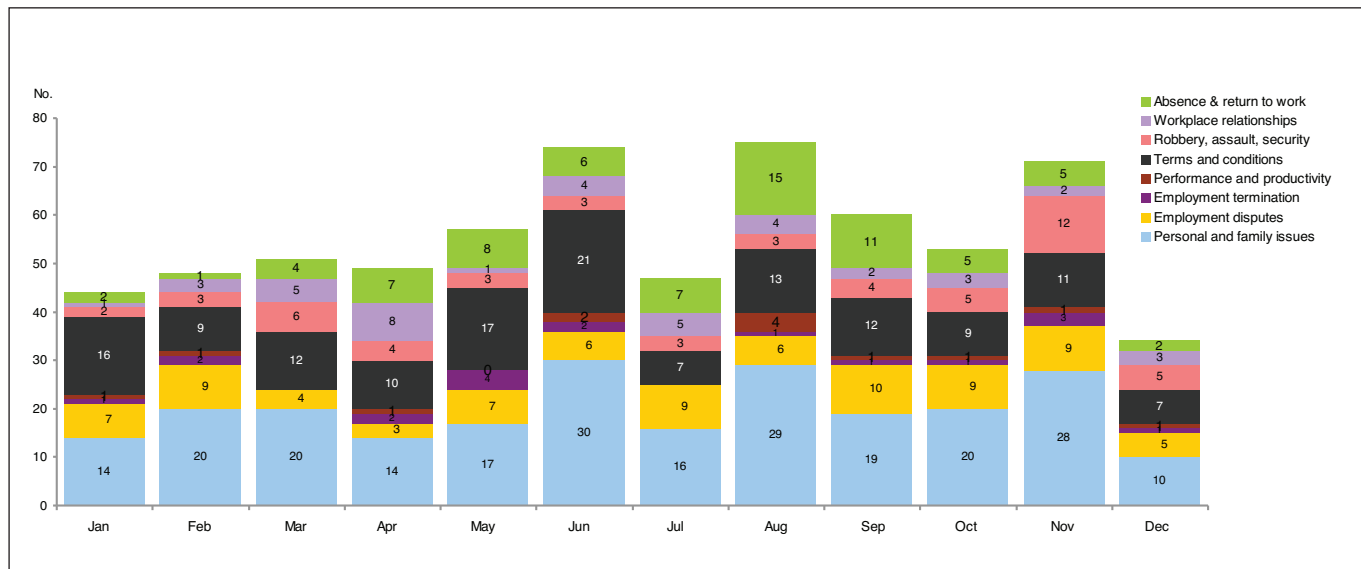
WSM provides a variety of access routes to our EAP services:

1. 24/7 Telephone contact
2. Email contact
3. Web-based contact
4. Management referral from HR
5. Referral from Occupational Health

Management Information Usage Reports

WSM provides a unique and powerful EAP usage reporting system

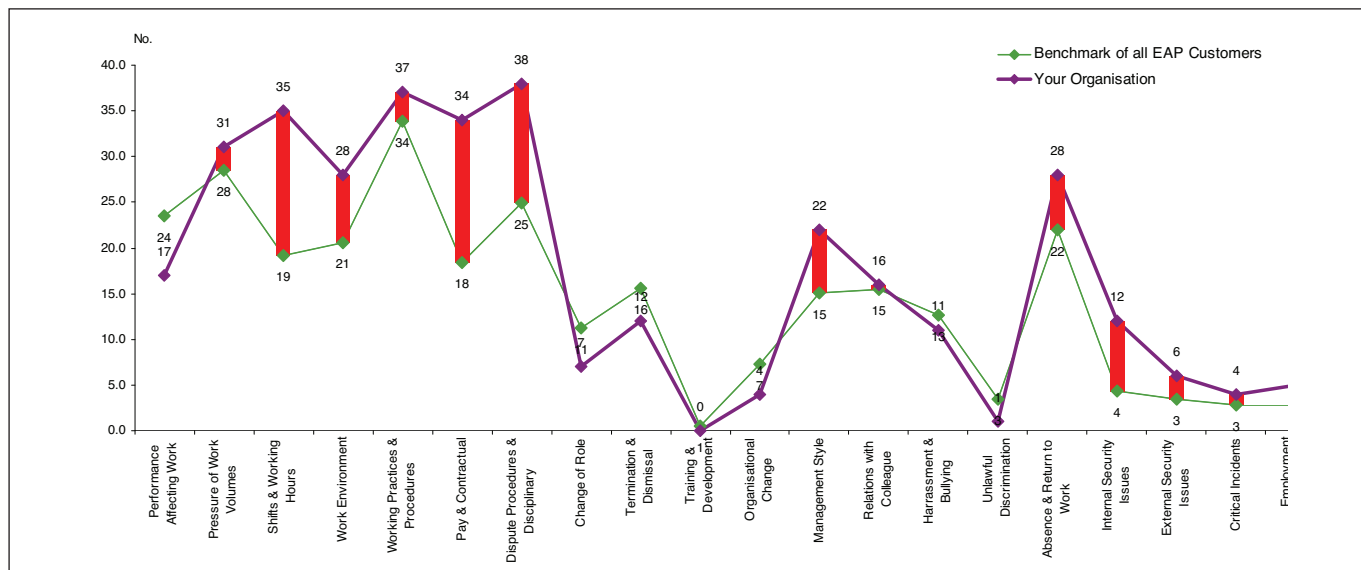
Accurate, informative and analytical usage reporting is one of the most important aspects of a quality EAP. WSM's MI reporting and trend analysis is one of our key distinguishing features. Our comprehensive EAP reports include a variety of useful analytical charts. WSM offers customers the option of having sub-reports per business unit or division, enabling managers to compare usage rates and employment related trends in different parts of their organisation. The sample below shows different main presenting issues, per employee case, over a 12-month period:



Employment Issues Monitoring & Benchmarking Reports

Our usage reports show in detail the quantities and descriptions of all issues raised by employees when they contact the EAP, enabling employers to form a clear picture of why employees are using the service. This is especially valuable when **work-related issues** are recorded, as employers can then identify workplace trends, hot-spots and potential risks. Managers can address specific issues and concerns raised by employees and respond in a pro-active manner. This is how WSM fulfills its important and unique **“eyes and ears”** monitoring function for an employer.

Uniquely, WSM also provides a **benchmarking analysis** of your organisation's employment issues (as raised by employees), comparing this to similar employers in your sector, and for larger organisations, also comparing internal departments against each other. This gives you a very clear indicator of where you may have particular work-related problems. The **red bars** below show where the employer's own scores are above the average EAP benchmark scores.



HR & Management Resources

WSM offers HR and line managers a comprehensive range of psychological and return-to-work solutions – provided in addition to our core EAP services:

Counselling & Assessments

Management referrals for counselling and assessments are effective for issues which are impacting on an employee's workplace performance, including **stress related cases of sickness absence**. Our most popular counselling referral model combines an assessment session with two clinical reports, (at the start and end of therapy) and analyses the employee's working capability compared to their employment duties and/or their ability to return to work.

Psychological Assessment

A Psychological Assessment is a powerful resource to help employers reach a resolution in complex and serious situations. The intervention is most commonly used to **measure and assess risk**, either to the employee themselves, your organisation or to others working with them. The accompanying psychological report is an authoritative and independent opinion that can play a valuable role in a dismissal, tribunal or other legal scenario.

Critical Incident Debriefing

Critical incident response services help organisations and individuals deal with **unexpected traumatic events**. Debriefing helps people affected by a sudden or traumatic event understand the reasons for their feelings and reduces individuals' impression they are having an imbalanced reaction. WSM provides a range of critical incident services, including, group debriefing sessions and on-site counselling provision.

Mediation

Mediation is an effective way of **resolving inter-personal difficulties** or a dispute between two or more employees. It provides an opportunity for the people concerned to communicate with each other in a private, safe and secure environment with the help of an independent and trained mediator. Our mediators are experienced with many workplace issues and are aware of how their role might fit within a wider grievance process. We offer cost effective one-day mediation packages.

Occupational Health

WSM works in close partnership with OH professionals, including in-house and external OH providers. We have an established UK-wide OH partner and can offer **fully integrated EAP and OH services**. Employers can also access ad-hoc OH services through WSM directly. We provide flexible and sophisticated OH (and management and HR) led referral systems, and can provide detailed written assessments and end-of-course clinical evaluation reports if required.

Counselling-on-Request – Ad-Hoc Services

Some employers have an occasional requirement for counselling or psychological assessment services, but don't necessarily want to commit to an EAP that includes subscription fees and self-referrals initiated by employees. WSM's innovative Counselling-on-Request option is a **management-referral-only service** that gives HR and OH managers the flexibility to access a range of high quality counselling and related services on a simple ad-hoc fee per session basis.

Additional Services Provided

WSM also provides these other services to employers:

- Stress Management Training
- Health & Wellbeing Coaching
- On-site Health & Wellbeing Promotions
- Organisational Risk Assessments
- Dyslexia Workplace Assessments

EAP Packages & Contract Options

Comprehensive, competitive and flexible



Two EAP Service Level Options

WSM offers a choice of two EAP service level options:

The key difference between the two EAP service levels is whether or not employees can *self refer* to **face-to-face** counselling, or whether access to face-to-face counselling is managed by HR.

1. **Full EAP** – Employees have *direct access* to **Telephone Counselling, General & Legal Advice** plus **Face-to-Face Counselling** sessions - when clinically recommended and after an initial (telephone) clinical assessment session.
2. **Telephone EAP** – Employees have *direct access* to **Telephone Counselling** and **expert advice**. *Face-to-face counselling* can be offered, but only via a management referral and/or a clinical recommendation – accompanied by specific management (HR) approval and authorisation.

Choice of EAP Contract Models

WSM offers a choice of two EAP contract options:

- i. **Fixed Price EAP Contract Option**
Employers pay a **fixed fee**, based on the number of employees to be covered (and the service level option selected – *Full* or *Telephone*). Your EAP subscription fees remain constant - irrespective of any higher than average usage by your employees. This fixed EAP subscription covers **employee self referrals**. Any **management referrals** (received from HR directly or through an OH referral route) are charged on a fee per session basis.
- ii. **Fee-Per-Session EAP Contract Option**
Under this pricing model your EAP costs exactly mirror your EAP utilisation. There are two pricing components: 1. A small management fee (that covers communication and launch materials, account management and detailed utilisation reporting) and, 2. Fees for any counselling and/or advice sessions provided to your employees, accessed via employee self referral and/or arranged via a management referral. Employers still need to select a service level option (Full or Telephone EAP) as this determines employee self referral access to face-to-face counselling, and therefore EAP usage rates and your costs.

EAP Quotation Request:

If you would like a comparative & bespoke quotation for your organisation, just tell us how many employees you want to cover and contact: Steven Stanbury, WSM's Commercial Director:

Tel: 020 7708 5000 Email: steven.stanbury@wsml.co.uk

Key Features of WSM's EAP Packages

EAPs provided by WSM include all these features listed below:

Full EAP (Service Level Option 1)

A comprehensive EAP package, including these key features:

1. **24/7 access**, via a **free-phone** (0800 number), to WSM's **Counselling Helpline Centre**,
2. **Telephone counselling** – available 24/7, up to 6 sessions, *(up to 6 sessions in total, per employee, per annum, as per clinical recommendation)*,
3. **Face-to-face counselling** – UK-wide coverage, up to 6 sessions, *(up to 6 sessions in total, per employee, per annum, as per clinical recommendation)*,
4. Option of **on-site counselling**, as required by managers, *(an additional option, invoiced separately)*,
5. Comprehensive “citizens advice bureau style” **general advice**, information and sign-posting,
6. Specialist **money management** and **debt advice** and counselling,
7. Telephone **legal advice** and sign-posting – provided by fully qualified legal advisors,
8. **Critical incident rapid response** service and specialist PTSD face-to-face counselling,
9. **Clinical governance**, adherence to all BACP and EAPA standards and secure case management,
10. **Pro-active Account Management**, including regular meetings with EAP account managers,
11. **Bespoke web portal** for each customer, for access to management referral services and MI reports,
12. Promotion of positive **emotional health and wellbeing**, including on-site wellbeing event participation,
13. Comprehensive **launch communication programme**, including launch briefing presentations,
14. **Leaflets for all employees** – including detachable high quality credit-card style plastic cards,
15. **Posters** for all notice-boards, **E-material for intranet** use and rolling quarterly e-posters,
16. **Employee EAP website**, information and sign-posting and online access to all EAP services,
17. Detailed **EAP usage statistical** management reporting, including internal divisional usage analysis,
18. **Employment issues trend analysis** and unique **bench-marking comparative** MI reports,
19. Comprehensive **on-line evaluation quality measurement** survey, sent to all users of the EAP,
20. **Management referrals** from HR or OH, including **Clinical Counselling Assessment Reports**, **Psychological Assessments** and **Mediation Services** for use by managers, when requested. *The Fixed-Fee EAP subscription price covers all self-referrals from employees. All ad-hoc management referrals (either received directly from HR or via Occupational Health) are charged on a fee per session basis.*

Telephone EAP (Service Level Option 2)

A cost effective EAP package:

WSM's **Telephone EAP package** includes all the features of the Full EAP (shown above), apart from the ability of employees to directly access face-to-face counselling.

Face-to-face counselling can be provided, but only following a management referral and / or a clinical recommendation from WSM, and always with specific management (HR) approval and authorisation. Within a Telephone EAP package, all face-to-face counselling is charged on a fee per session basis.



WSM

Wellbeing Solutions Management

020 7708 5000

enquiries@wsml.co.uk

www.wsml.co.uk