

Professional Help Employee Assistance/Staff Counselling Services

Our organisation...

The aim of our employee assistance and staff counselling services is to provide timely and high-quality support to employees in order to improve wellbeing and prevent or mitigate the negative impact on mental and physical health of unsupported work and personal life stresses. We provide a flexible, proactive service which offers a range of options to ensure that employees can access the right support at the right time, in order to ensure that they remain engaged and successful within the workforce. Professional Help services are tailored to your organisation and its needs; we offer a fully bespoke service which is adaptable as we learn together what supports your employees most effectively.

Our helpline and email services are based on the principles of emotional first aid and offer advice and support, a common-sense based sounding board, the opportunity for staff members to discuss and explore concerns that do not require longer-term counselling support, but also referral into appropriate counselling or signposting to other supportive provision where this is identified as being wanted and needed.

We work closely with organisations to ensure that our services are highly accessible, flexible and provide the very best care standards for employees. We prefer to take a clinically appropriate co-design approach to counselling, whereby staff members are regularly assessed and decisions about the appropriate number of sessions are agreed between the client, the counsellor and the employer. This approach removes both the psychological limitations and stress created by setting a maximum number of sessions in advance, but also removes the automatic 'right' of an employee to six sessions of counselling (which is an arbitrary number and, in many cases, excessive or unnecessary). Of course, we are also able to provide the more 'usual' model of EAP, whereby up to six or eight sessions of professional counselling support is provided, paying close attention to the progress of each staff member throughout counselling and ensuring that they are made aware of other relevant services and organisations that they may be able to access. We always work in a solution-focussed manner to ensure that staff members get the best out of counselling

We provide additional services including mediation, coaching and mentoring. We also offer staff debriefing/supervision where employees are experiencing particularly difficult incidents or types of work. We have an excellent training team and can offer a wide range of training topics as well as team facilitation and team building. We have significant experience of supporting staff after traumatic incidents and providing appropriate care and support to ensure that they are able to return to the workplace and function effectively. Trauma support can be provided in small groups or individually (or both).

Our services are open Monday-Friday, 9am-9pm. We are comfortable with providing out of hours support and provide an emergency mobile telephone number for urgent queries and requests for support. Our email is monitored 7 days a week and we would normally expect to deliver a response in under one working day.

Our counsellors normally contact employees within 1 working day of the employee contacting our helpline and ensure that counselling appointments are made within 5 working days. We do not operate waiting lists and would increase capacity to meet demand – we have a good track record of upscaling our resources quickly and efficiently and robust systems in place to do so.

... in partnership with yours

We expect to work closely with HR, OH and/or managers to ensure that our services are working efficiently in tandem with other appropriate support. We are particularly interested in identifying and supporting employees with long term absence and have good expertise in supporting staff to successfully return to work. We ensure that our data and reporting is timely, effective and informative and welcome regular meetings to review performance. We provide both quantitative data and qualitative analysis of issues affecting staff members, along with recommendations as to how particular issues and trends might be tackled and can provide management support to make positive improvements where an issue is identified. Our services are, however, confidential; only information which does not identify individuals will be provided.

Our EAP/staff counselling service is designed to ensure that employees can quickly access professional, effective support for any issue that is affecting their ability to function well at work. We are always keen to raise awareness of the service, so that we are the 'go to' support for problems when they are identified. We ensure that staff members are aware that early intervention is better than crisis support and that they use the counselling service as a first port of call rather than a last resort. We are able to work alongside colleagues to identify staff members who are struggling with sickness absence and to develop a holistic plan of support for them. We know that where our services are visible, accessed by staff members (who then tell their colleagues about us) and promoted by managers, we are able to achieve reductions in sickness absence levels. Our services are provided in organisations with a supportive culture, where wellbeing is important no matter how difficult staff roles may be and counselling is seen as an effective way to support periods of business or personal stress.

Our experience of EAP services is that they are virtually invisible in many organisations (hence low take-up rate is very common) and we have found that having a visible presence (training staff members is an effective way of breaking down barriers to access) and being recognised as friendly, approachable, professional, but importantly quite pragmatic, is important to ensure that those who would not normally access counselling support (and would possibly go off on sick leave as a first option) will access our services. We encourage providing as many points of access to service as possible as well as many touchpoints for staff members, to ensure continued visibility and to build trust in our service.

Our track record

We currently deliver responsive and highly cost-effective services to over 900 businesses across the UK, many of whom deliver 24/7 services and regular require out of hours support after major incidents. We have built on this model and the learning gained from delivering this work to ensure that our EAP and staff care schemes deliver effectively and efficiently, but also take account of learning as we go. We continuously monitor and improve our services and encourage the involvement of key individuals and managers to do this.

Alongside our more traditional face to face and telephone counselling services, we are developing and delivering fast and proactive interventions (ad-hoc telephone debriefing sessions, live webchat, webcam conferencing) which rely less on resource-intensive traditional counselling. We look to harness new technology to deliver services and welcome discussion about how smartphone technology and the internet can be used to complement face to face sessions.

Meeting your diverse range of needs

Our Associate Counselling team includes individuals with a wide variety of community languages, as well as counsellors who use British Sign Language. We ensure that our services are accessible by offering a blend of face to face, telephone, webcam and digital services which can be delivered via smartphone or the internet. We work with organisations to ensure that our service is truly accessible and appropriate for all staff members. We would also be pleased to consult with staff members to ascertain that our services meet their needs effectively and will take feedback and adapt our services accordingly.

We offer wide site geographical coverage across the UK, complemented by a remotely based helpline and assessment team and digital support services (who are currently based in the Lake District and Surrey). Under our services, no staff

member will be disadvantaged by their geographical location. We are constantly improving our service coverage and capacity.

Our Pricing Structure

Our pricing structure is slightly different to many EAPs. We do not adopt a 'tick box' or 'one size fits all' approach to our staff counselling schemes. Most EAP providers will offer a low fixed per-head cost for an all-inclusive service, which in our opinion gives rise to a perverse incentive whereby EAP providers benefit from **low** service uptake. It is **not** in many EAPs interests to proactively support your staff members – it is in their interests to be passive providers of mass delivered, low uptake services that allow organisations to 'tick the box' which says that they provide employee support and allows providers to take fees for providing very limited support. Professional Help does not work like this as far as possible – we are active and interested partners, providing a responsive and effective staff care scheme that meets the needs of both your organisation and your employees. We work with organisations who really care about their staff and who want to make a real difference to their employee wellbeing, sickness absence rates and staff turnover.

Professional Help Indicative Pricing 2020

(Please note that all prices are plus VAT and may vary according to the number of employees and type of service agreed).

Initial EAP/Counselling Service Set Up	From £1000 (£1500 for white-label services).
Unlimited Helpline & Email Services	From £5 per employee per year (over 250 employees) From £10 per employee per year (up to 250 employees) Bespoke (over 250 employees) Includes information reporting and provision of electronic information about the service.
Pay as You Go 1-2-1 Counselling sessions	From £50 per 1-hour session.
Webcam Counselling	From £45 per 1-hour session
Pay as You Go Telephone Counselling Sessions	From £40 per 1-hour session.
Packaged helpline and counselling sessions on 1 4,6 or 8 session counselling model, or an 'EAP Appropriate' model.	Available on request – typical cost for 100 employees on a 6-session model would be £4000 p/a plus set up fees.
Specialist Trauma Support	From £120/hour for group work (depending on size of group) or from £60 per hour for one to one. Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.
Regular/scheduled debriefing session for frontline staff and/or managers	From £25 per half-hour telephone session. From £100/hour group work (depending on size of group). Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.
Workplace Mediation	From £50 per hour. Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.
Training	2-hour session for up to 12 people £250 Half-day session for up to 12 people £400 Full day session for up to 12 people £700 Potential Additional Costs: Venue, travel costs, cancellation charges when applicable. Training material up to £250 for production of initial course materials, up to £150 per course thereafter.
Coaching / Mentoring	From £300 per person for 6 sessions Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.

TIFF Package	<p>TIFF is an actometric tool which takes a snapshot of a client's behaviours at a given time and uses this as the basis for feedback with a licensed TIFF provider. TIFF enables more resilient behaviours, decreased stress, and better interpersonal effectiveness.</p> <p>TIFF tool, plus 2-hour session followed up by a one-hour session 6-8 weeks later £250 per individual.</p> <p>Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.</p>
Team Facilitation/Team Building	<p>From £300 per half day</p> <p>Potential Additional Costs: Venue, travel costs, cancellation charges when applicable.</p> <p>Training material up to £250 for production of initial course materials, up to £150 per course thereafter.</p>
Consultancy services	From £50 per hour (desk based)