

59745 Employee Assistance Programme - Counselling Services

Please inform us how much you paid to the provider for providing your overall Employee Assistance Programme (EAP) for each of the following calendar years: 2020, 2021, 2022, 2023, 2024, 2025 to date or financial years that fall within this period, as applicable.

2020 - £94,396.70

2021 - £99,285.85

2022 - £109,190.87

2023 - £109,198.76

2024 - £121,945.63

2025 - £129,352.33

Please inform us how much you paid the provider(s) for providing all Employee Assistance Programme Counselling Services to your staff for each of the following years: 2020, 2021, 2022, 2023, 2024, 2025 to date or financial years that fall within this period, as applicable.

We have a fixed fee which includes the cost of our EAP provision (inclusive of 6 sessions per colleague).

Please provide the total number of staff who received a counselling service, specifically by accessing and participating in one or more sessions with a counsellor for each of the above calendar or financial years.

2023 – 259

2024 – 208

2025 – 227

We do not hold information between 2020 and 2022.

Please state if the sessions were provided by the EAP provider you used for these periods or by an in-house therapist / counsellor.

All our counselling sessions are undertaken by our EAP provider's counsellors.

Please advise us if you have changed provider during the past five years and if so the reason for this.

There has been no change to our provider in the last 5 years.

Are you aware of a variation in the fee paid to counsellors according to whether the counselling sessions they deliver are by phone, online or in person?

Yes, pricing information is broken down by appointment type and outlined at the procurement stage within a pricing schedule.

Please provide the following information about the number of sessions provided to members of staff accessing counselling:

The maximum number of sessions offered at the point of referral and whether this was the same for all employees

Colleagues can utilise the EAP for support and access to this is not limited. The contracted amount of counselling sessions is 6 per person each year.

Whether the contract allows for additional sessions to be allocated and if so the maximum additional number of sessions permitted

Whilst above outlines the contracted number of sessions, this can be extended where circumstances require it. There is no maximum number of sessions as this is determined by the clinical need.

Whether access to the counselling service is limited to one set of sessions per year or if employees are permitted to have more than one set of sessions per year.

As above.

If more than one set, what is the maximum set of sessions they can have in a year. How many sets did each employee accessing the counselling service have for each of the years listed above.

Not applicable.

Does the contract you have with your provider prohibit or restrict the allocated counsellor from working with the client privately at the end of their EAP sessions?

Yes, our contract does not allow the counsellor to engage in private therapy without the need for a 6-month break clause between accessing this through the EAP and then accessing privately.

Please send us a copy of the tender specification that you used when selecting your current provider and the pre-defined criteria used for assessing tenders received.

Please see specification attached.

If not included in the answer above please tell us:

If you are informed about the session fee paid to affiliate counsellors and;

No.

The salary paid to in-house counsellors.

Not applicable.

If you are informed, was this a factor in deciding which provider to award the tender to?

No.

Do you require affiliate therapists to belong to a PSA accredited register? If yes, do you require a particular level of training or particular level of membership with their membership body, in addition to this?

Our EAP Provider utilises counsellors who hold a minimum of a Level 4 Counselling Qualification and are members of the British Association for Counselling and Psychotherapy.