

Service Specification – WCC Maintained Schools Employee Wellbeing Support Service

The Basics - Service Description

The service will offer Employee Wellbeing Support to maintained schools, providing all school employees a confidential 24/7, 365 days telephone helpline and online information for practical and emotional support.

The service also provides unlimited and ongoing access to counselling and therapy sessions, based on the assessed, individual requirement.

The service will provide confidential, easy access to help and support to school staff who need advice and guidance to make informed decisions and tackle issues before they become troublesome and complex.

The service also gives advice and guidance on a range of topics including social, emotional, mental health and other day to day life challenging issues.

This service will assist you in proactively looking after your employees emotional and mental health and wellbeing.

As an optional extra, we can also extend this service Governors at your request for a bespoke price. If you are interested in exploring this please contact wesgeneral@warwickshire.gov.uk for a bespoke quote.

What's included? – Service Deliverables

Support for employees

The service will be delivered through Vita Health Group (previously known as Workplace Wellness) and includes;

- A 24/7, 365 days access to a confidential telephone helpline for practical and emotional support provided by a qualified advisor who will offer information, advice, support and signposting;
- The helpline also gives practical advice and signposting on financial wellbeing e.g. debt and legal issues;
- Unlimited access to structured counselling either telephone, online or face to face, based on the assessed, individual requirement
- Unlimited therapy sessions, based on the assessed, individual requirement
- The expert advice gives proactive, early access and intervention before issues get complex or to a point of crisis or ill health;
- The helpline is also available to dependents e.g. spouses or domestic partners (not ongoing support or counselling)
- Access to;
 - Online self-help EAP website
 - Podcasts
 - Individual personal wellbeing profile
 - Wellbeing quizzes
- All staff can access this service directly and confidentially without manager involvement;
- Manager referrals can also be made to support an employee, if appropriate;
- Emotional support and assessment will be provided during the telephone call to determine the appropriate counselling solution e.g. self-help, CBT, face to face;
- 24/7, 365 day unlimited access to the informative and interactive website www.my-eap.com, which gives information on a wide range of topics including work/career, relationships/family, money management & debt and health and wellbeing;

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- The service is entirely confidential and no information which could lead to employee identification will be released without their consent.

Support for managers

- The service offers a dedicated, managers support helpline, available 8.00 am – 6.00 pm during the working week which offers emotional support in managing difficult or complex staff situations;
- The website also includes a specific management support area;
- Day 1 intervention for stress manager referral

Who does what? – Service Responsibilities

- We will provide access to the service for your school;
- We will provide promotional material to your school;
- We will monitor the service provision and contract KPI's;
- We will provide any updates on the service provision and website information;
- We will provide monthly health and wellbeing topic newsletters;
- We won't be able to provide information on employee usage, due to confidentiality and GDPR.

Who does what? – Customer Responsibilities

- You will launch the service within your school;
- You will promote the service to your employees, initially and ongoing;
- You will provide us with feedback, positive and negative, as appropriate.

How to buy more

If you are interested in any other HR services available please contact weshrandpayroll@warwickshire.gov.uk

If something goes wrong

- For any queries about service delivery, please contact us on 01926 418614 between 8.30am and 5.30pm. We aim to respond to 95% of queries within 5 days.
- If you do not get a response from the service within 5 days, please contact Bridget Edwards at bridgetedwards@warwickshire.gov.uk
- We look to resolve service issues within a 90-day period and in most instances expect to resolve issues much quicker than this. If, however, we miss the 90-day deadline, we will escalate the issue to WES Customer Care.

Service Levels

- We will monitor our performance against the following KPIs on a quarterly basis. Performance reports will be scrutinised by the Council's Commercial Board who will set reparative expectations for any service levels that fall below published standards.
- If you believe our service level has fallen below these levels, please contact us through the process outlined in the 'if something goes wrong' section above.

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Indicator	Description	Measure
Customer Care	We will respond to any queries about service delivery within 5 days	95% of queries will be responded to within 5 working days.
Satisfaction with service	We will measure customer satisfaction to guide service development	WES wide net promoter score will be 8.8 or more
Impact	School employees accessing immediate emotional and wellbeing support	School usage through the quarterly management information