Employee health and well-being policy

Staff support and counselling

As part of its commitment to improving health and well-being, the University has introduced a free, confidential, 24 hour Employee Assistance Programme (EAP) with FirstAssist. The EAP will help employees who are experiencing stress or anxiety caused by issues in their personal or work life, and give them the practical and emotional support they need. The service is fully accredited by the British Association for Counselling and Psychotherapy (BACP), ISO 9001:2008, and the Employee Assistance Professionals Association (EAPA).

The EAP provides:

- 24/7 Telephone counselling - covering a wide range of work-related and personal issues including, but not limited to, finance, stress, bereavement, bullying, relationship difficulties, managing work life balance.
- Face-to-face counselling – employees can have a number of face-to-face counselling sessions. With a comprehensive network of counsellors, employees can choose to meet a counsellor at a convenient location and should not have to travel far.
- 24/7 Legal and financial information – many issues including relationship breakdowns, debt worries, neighbour disputes can lead to feelings of anxiety and stress. Fully qualified legal professionals provide practical and easily understood information.
- 24/7 Health & Well-being advice – employees can have instant and confidential access to health and lifestyle information from a team of doctors, nurses and specialists. Issues covered include: diet, nutrition, medical issues and vaccinations.
- Online Health & Well-being Portal - employees have access to a dedicated portal for information and factsheets on a wide range of topics. The portal also provides further information on the services available and how to access them. Employees can also test themselves using the online Health Risk Assessment.
- Manager support – a series of online factsheets and guides for managers on dealing with sensitive issues and difficult conversations

The helpline number is: 0800 716 017.
Managers can refer employees with difficult and sensitive issues to the EAP for confidential help and advice.

The University also has an arrangement with Recourse; www.recourse.org.uk, to provide telephone and online support and guidance on a range of issues.

The University’s Counselling Service may also be accessed where appropriate and subject to availability. A charge of £50 per session applies, but this may be waived in certain circumstances. Please contact your HR Partner/Advisor for further information.