

Ref: FOI/2024/10256

Date Received: 31st October 2024

Response Due: 28th November 2024

Date: 27th November 2024

Dear Sir/Madam

With reference to your request for information received on 31st October 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

This request is a follow up to FOI 10093 – Occupational Health Services.

I am trying to get some further clarification on the information sent. For context, I would like to know the difference in spending for Occupational Health (OH) and Employee Assistance Programs (EAP). As part of this I am trying to get clarification on what constitutes OH and EAP.

- 1. Could you please provide me with an understanding of how your Trust defines OH and EAP respectively? What elements/criteria do you measure to track the provision of each?**

Occupational Health:

The Staff Occupational Health Service aims to provide the highest standards of professional care and advice to protect and promote the physical and psychological health of the workforce.

The service is open to all staff working within WWL. The service operates Monday to Friday 8:30 am to 4:30 pm for staff who require support in the following areas.

Our Services:

- Advise management, employees, and their representatives on the effect of work on health and health on work, with the aim of preventing ill-health and promoting health
- Assess an individual's medical fitness to perform their assigned duties and to ensure that work will not adversely affect the health of the employee
- Assist in the effective management of existing health problems and advise on rehabilitation back to work following ill health

- Provide advice and guidance on all matters of health, safety and welfare that may affect an individual at work, and help to promote health and safety of the staff at all levels
- Protect the health of staff from workplace hazards through proactive activities such as vaccination (e.g. flu) and health surveillance
- Contribute to the effective and efficient functioning of the organisation by helping to maintain the physical and mental health of employees
- Absence Management
- Work Health Assessments

WWL receives quarterly management information report containing activity data (i.e., number of management referral, pre-employment questionnaires and performance to KPI standards).

Employee Assistance Programmes:

The offer of EAP is open to all staff working within WWL. This provision offers 24/7 support, to Staff who require support in the following areas; as defined within the Contract that we hold with Health Assured; which states:

Complete Assistance Programme (6 Sessions)

- Comprehensive telephone helplines available 24 hours a day, 7 days a week offering practical information and emotional support* including:
 - Counselling and emotional support
 - Money management and debt support
 - Personal legal information (for Authorised Service User only)
 - Medical information (available in the UK, Monday to Friday, between 9am and 5pm)
- For the Authorised Service User, up to 6 sessions of either face to face, telephone or online video counselling per issue
- For the Authorised Service User's partner or spouse and their dependents (between the ages of 16-24, residing at the same address and in full-time education), up to 6 sessions of either telephone or online video counselling per issue.
- Authorised Service Users shall have access to one session of Life & Leadership Coaching per issue per annum, accessible via the 24/7 helpline
- Wisdom AI – a digital resource that responds to service users' health and wellbeing enquiries
- Access to Health Assured's app (*and web app*) with access to various resources including perks and discounts, mood trackers, mini-health checks and live chat facility
- Digital support programmes including 12 modules of Computerised Cognitive Behavioural Therapy (CCBT) and specific menopause support
- Telephone Critical Incident advice
- Electronic promotional materials
- Monthly wellbeing newsletter
- Assigned relationship manager
- Management and Human Resources teams have access to the following:
 - Active Care – Day One intervention for stress
 - Manager's EAP Helpline Referral
 - Employment Law and HR Line

("Authorised Service User" means those employees, students, members, or volunteers who are authorised to access the services)

Tracking and measuring the provision of EAP – WWL receives and reviews a monthly Dashboard provided by Health Assured, which depicts high level data relating to EAP utilisation (i.e., number of calls received from WWL Staff) and a high-level overview of reasons for referral (e.g., Mental Health, Relationships, Life Events). Health Assured also provide WWL with a named Relations Manager, who can be contacted about any queries and/or concerns relating to the EAP provision.

2. Could you also please provide a breakdown of how much the trust spends on OH and EAP respectively from the total spending figures you have provided in your initial FOI response?

As stated in the original response to FOI 10093, the Trust provides Occupational Health services to a number of external clients as well as Trust staff. Due to this, the annual spend is not able to be split by recipient.

The contract with Health Assured, relating to the provision of EAP was agreed in July 2024 at a cost of £3,564 + VAT per year.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait
Chief People Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111