

# 24/7 support for your staff

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Employee  
Assistance  
Programme



The charity for everyone  
working in education.

# What is the Employee Assistance Programme?

Our 24/7 confidential support programme helps to manage employee stress, offers specialist counselling and information, and helps your staff to feel supported.

## The benefits to school leaders



Increased productivity and performance



Improved recruitment and retention of staff



Fast track counselling and support for staff compared with the NHS



Reduced staff absence due to stress or anxiety

### Why buy an Employee Assistance Programme?

Working in education can be tough!

Three in five people working in education say their work performance has suffered as a result of mental health problems, such as stress, anxiety, or depression. It's no surprise that people work most effectively when they feel positive and are motivated to achieve their goals. Providing your staff with the right kind of help when they are having a hard time at work or at home can avoid problems escalating, which in turn can help to maintain productivity, reduce staff absence, and save on management time.

### What does the Employee Assistance Programme offer?

The EAP is available 24 hours a day, 365 days a year, is completely confidential and provides support by telephone or online, on a wide range of issues including:

1. Emotional support and counselling
2. Specialist information on work-life issues
3. Financial and legal information
4. Management consultation to support those responsible for managing others
5. Up to six sessions of face-to-face or telephone counselling
6. Information on local services such as elder care and childcare

### How does the Employee Assistance Programme work?

The Employee Assistance Programme is a support service that your staff can access 24/7. Whether someone has had a tough day and just needs to offload, or if they are facing a more serious and troubling issue, they can contact our specialised counsellors any time. The programme offers in-the-moment support, counselling, advice, financial and legal information, access to our library of fact sheets and advice, and signposting to relevant services.

Our experts assess each call individually and decide what the best course of action for each caller is, whether that be counselling, online cognitive behavioural therapy, or signposting to additional services. We are committed to finding the best course of action for every single case.

### What does it cost?

Our pricing is based on the number and type of staff you need to cover, and how long you wish to sign up for. To discuss the Employee Assistance Programme in more detail and get a quote, please get in touch with us on **0207 697 2750** or **info@edsupport.org.uk** and we will put you in touch with your Regional Consultant.



Greater individual resilience and ability to handle the demands of work



A reduced burden of support on colleagues and managers



Enhanced support for managers in dealing with difficult or sensitive people issues



The EAP helps you to meet your duty of care, particularly in respect of stress at work

You can learn more  
about our work at  
[educationsupport.org.uk](https://educationsupport.org.uk)  
or by calling  
0207 697 2750



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