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Contact us

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Employee assistance programme (EAP)

Support that extends beyond the workplace

We connect employees to emotional, financial and legal support when they need it most.

Sometimes a friendly ear and guidance from a specialist can make all the difference.

With our EAP, employees will have access to a 24/7 telephone counselling helpline. They can speak in confidence to an accredited counsellor for advice and info.

Our confidential helpline can help support employees with a range of issues, including:

- Stress
- Anxiety
- Emotional problems
- Relationship difficulties
- Bereavement
- Family issues
- Debt
- Legal info

Employee Assistance Programme (EAP)

Employees will be able to talk to qualified and experienced counsellors, or get advice from our info team – similar to Citizens Advice. If an employer wants to offer face-to-face counselling sessions, we can help with that too. Employee wellbeing isn't just limited to the workplace. In fact, poor mental health is often the result of overwhelming personal issues, which can then impact on an employee's performance at work.

If an employee's work declines or colleagues notice changes to their personality or mood, this can often indicate that something's not quite right. They could be stressed from mounting debts, struggling with the loss of a loved one, or experiencing anxiety caused by difficulties at home. All of these factors impact on their mental wellbeing, which then affects their workplace performance.

Poor mental health also has a significant impact on sickness absence rates. Our own research shows that the average UK employee takes eight sick days each year for a mental health issue. It also revealed that 42% of employees calling in sick saying the cause is a physical illness, when in reality it's due to a mental health issue.

Our EAP can help to tackle sickness absence and presenteeism rates, by providing counselling support that helps employees identify the root causes.

Employers can show they care about their employees' mental wellbeing, while also providing a support system that can make a real difference to their professional and personal lives.

What support is there for employers?

Our support isn't just limited to employees. We are also on-hand to offer advice and guidance to managers dealing with people management issues.

Managers can get instant support via our online portal, or via our 24/7 telephone helpline.

How does it work?

1. Employee calls
2. Telephone counsellor identifies the type of call

3. Legal, financial and management support calls are passed to the relevant advisor
4. Telephone counsellor carries out an in-depth assessment
5. Referral is made for telephone (or face-to-face) counselling within 24 hours (subject to availability/demand)
6. Ongoing counselling support is offered via telephone (or face-to-face) sessions
7. Case manager will regularly assess the employee until the case is resolved

We can provide regular management info that shows the volume of calls and the category type. As the service is confidential, we can't provide any further details about specific calls, as this could identify the employee.

EAP options available:

- Telephone-only service
- Telephone and face-to-face counselling
- Tax exempt EAP

All of our EAP counsellors are accredited by the British Association for Counselling and Psychotherapy (BACP), and work within the framework of the BACP code of ethics. Our EAP service is delivered nationwide and is available 24/7, 365 days-a-year.

Make a positive impact on employees' mental health and wellbeing today.

Important info you need to know:

- Cover can start on the 1st of the following month
- We'll send PDF marketing materials to the email address provided
- This service will be contracted for 12 months
- Management info can be provided on request

Need to know more? Give us a call on **0121 454 3601** or **email us** to find out more.

Get in touch

Want to know more?

Start making a positive impact on the health and wellbeing of your employees today. It's simple to give your employees access to our EAP – just complete the form below and we'll be in touch to discuss your options and provide a free, no obligation quote.

First name	<input type="text"/>	Last name	<input type="text"/>
Telephone number	<input type="text"/>	Email address	<input type="text"/>
	<input type="text"/>	Company name	<input type="text"/>
	<input type="text"/>	Number of employees in company	<input type="text"/>

Confirm your preferred method(s) of contact:

☐ email ☐ phone

Read our full privacy policy [**here.**](#)

Submit

Find out more about our health and wellbeing services:
[**Our services**](#)

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