



**Prepared for: NHSBT**

**Prepared by: Health Assured**

During the reporting period we offered the programme to 5,738 members of staff NHSBT had 899 calls in the reporting period, with the majority of calls (83%) being counselling related This gives an annualised utilisation figure of 15.6% (estimated for a 12 month period)



### Combating Loneliness at Christmas

Research released by mental health charity Mind suggests a third of people (36%) are too embarrassed to admit they are lonely at Christmas. Statistics have previously shown that loneliness at Christmas is more likely to affect the older generation, however new figures from Mind have discovered that millennials (people aged between 25 - 34) are twice as likely as the elderly to have a lonely Christmas.

The truth is loneliness affects all ages. We are all susceptible to the mental health effects of loneliness and the festive season is no exception. Why do we feel more alone at Christmas? Due to the commercialisation of the Christmas holiday, many of us can get wrapped up in the in the concept of taking part in the 'Perfect Christmas', filled with lots of gifts, amazing food and coming together with our friends and family.

Often associated with spending time with friends and family, the festive season can also be a testing time for those who have experienced a bereavement and as a result, they shut themselves off from others, thus becoming a root cause for their loneliness over the holiday. Combating loneliness at Christmas If you find yourself unsure on what to do this Christmas, we have listed ways on how you can spend your time this year and reduce the mental health effects of loneliness in the process:

**Create your 'perfect Christmas'** - Your Christmas doesn't have to mirror the public perception of a 'Perfect Christmas'. In the lead up to the holiday, think about what makes this time of year special for you and plan your day around that. For example, instead of turkey and all the trimmings, cook your favourite meal instead.

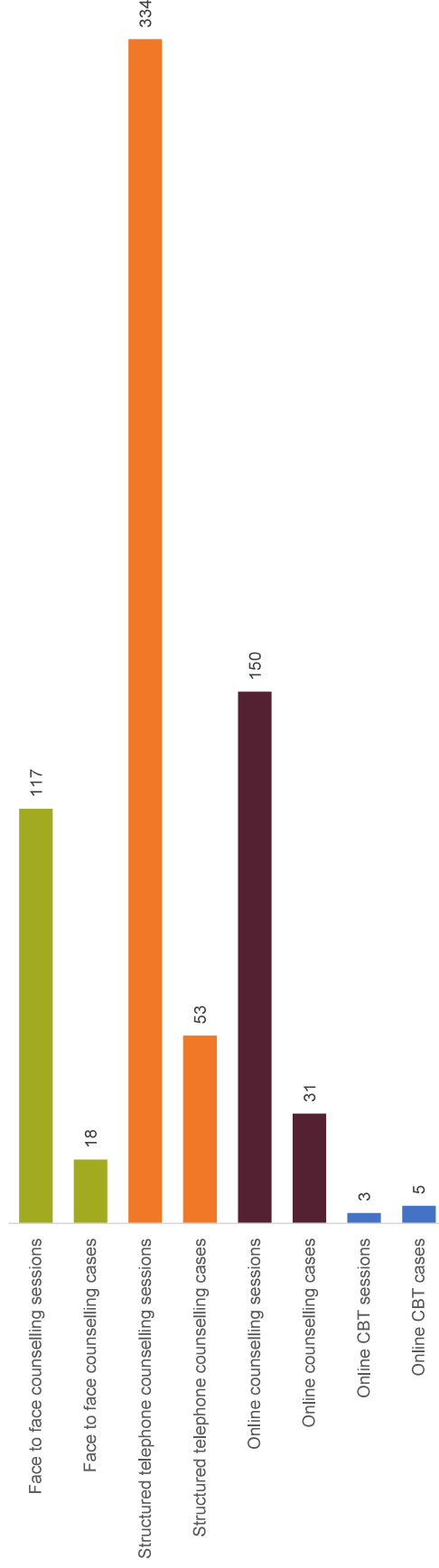
**Volunteer** - Due to COVID-19 restrictions, many of us are spending more time at home than usual. Consequently, the daily routines of those most vulnerable are almost unrecognisable. For example, a simple walk to the shops is no longer an option for some. Here are a few simple ways to support the most vulnerable in your community during the COVID pandemic - shop for food and medicine, deliver essentials, sign up for vaccine essentials, sign up for vaccine studies or alternatively, you can contact your local council and see what opportunities they have.

**Do something different** - Lastly, if the thought of spending Christmas alone at home makes you feel anxious, why not try something completely different to what you would usually do? For example, take a walk for a change of scenery. It is important to know that if you are feeling lonely or isolated this Christmas, you are not alone.

The Health Assured confidential helpline is available 24/7, 365. If you simply need a listening ear or if you want any practical information and guidance, our trained counsellors and advisors are available to support you in any way they can

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total
Counselling calls	32	57	71	49	21	78	73	72	68	76	76	74	747
Advice calls	21	12	6	13	20	11	15	15	11	15	9	4	152
Live Chat	0	0	0	0	1	1	2	0	2	0	0	0	6
Face to face counselling cases	2	6	8	2	0	0	0	0	0	0	0	0	18
Face to face counselling sessions	26	33	41	17	0	0	0	0	0	0	0	0	117
Structured telephone counselling cases	2	0	1	3	4	14	4	4	6	5	5	5	53
Structured telephone counselling sessions	11	4	6	19	31	36	45	36	34	37	35	40	334
Online counselling cases	0	0	0	0	1	2	7	4	3	5	5	4	31
Online counselling sessions	0	0	0	0	1	7	18	46	21	13	19	25	150
Online CBT cases	0	1	0	0	0	0	1	0	0	0	2	1	5
Online CBT sessions	0	1	0	0	0	0	0	0	0	0	1	1	3
Management helpline referrals	0	0	2	2	2	3	0	3	2	1	2	6	23
Management Coaching (Counselling)	0	0	0	0	0	0	0	0	0	0	0	0	0
Management Coaching (Advice)	0	0	0	0	0	0	0	0	0	0	0	0	0
Monitored cases	3	0	0	1	1	1	0	1	1	0	0	1	9
Online health portal hits	177	230	210	150	210	218	328	88	148	62	225	111	2,157

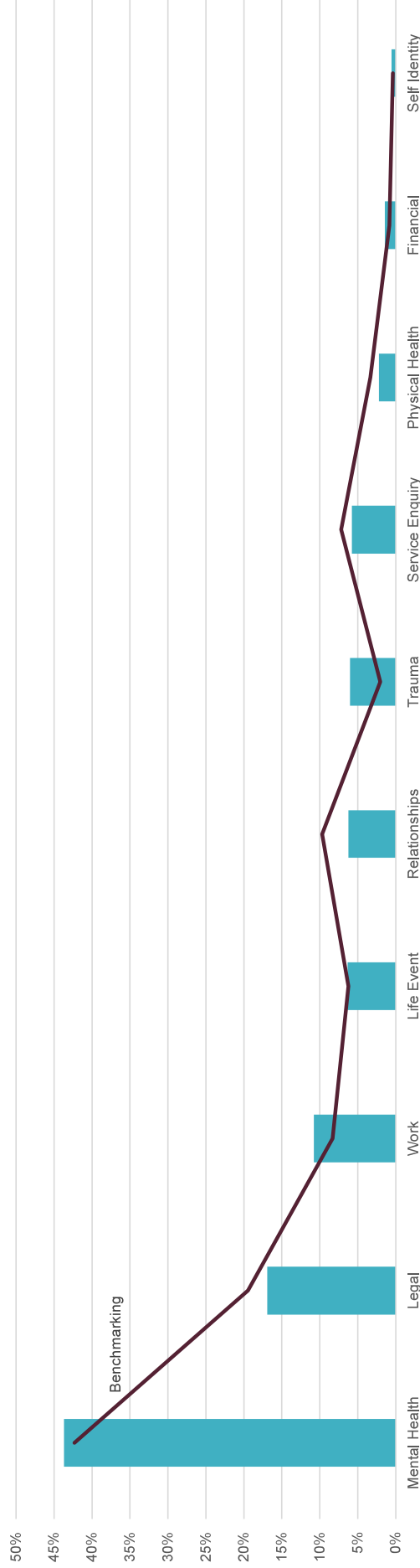
### Counselling Engagement



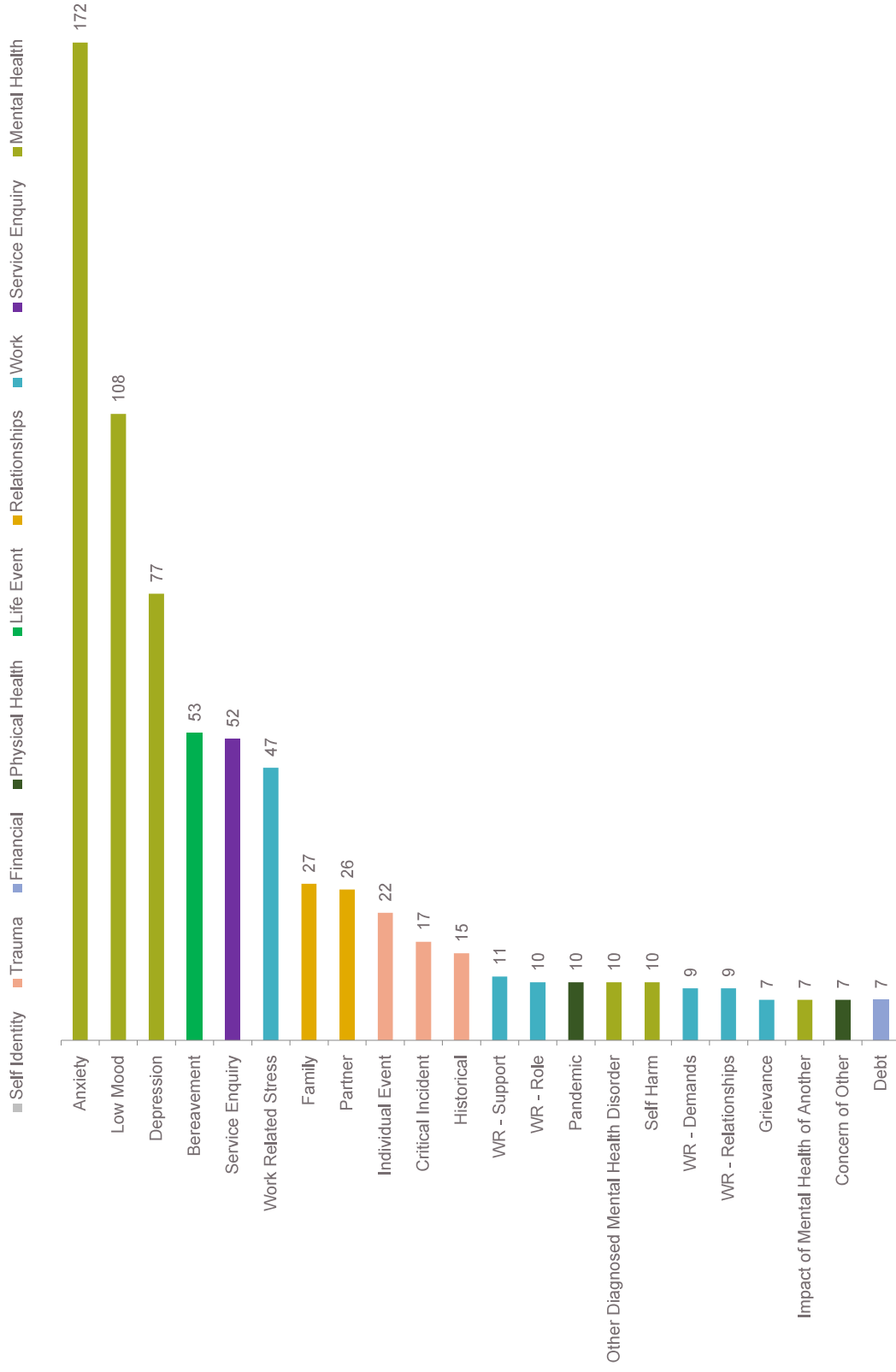


### Helpline Calls By Category

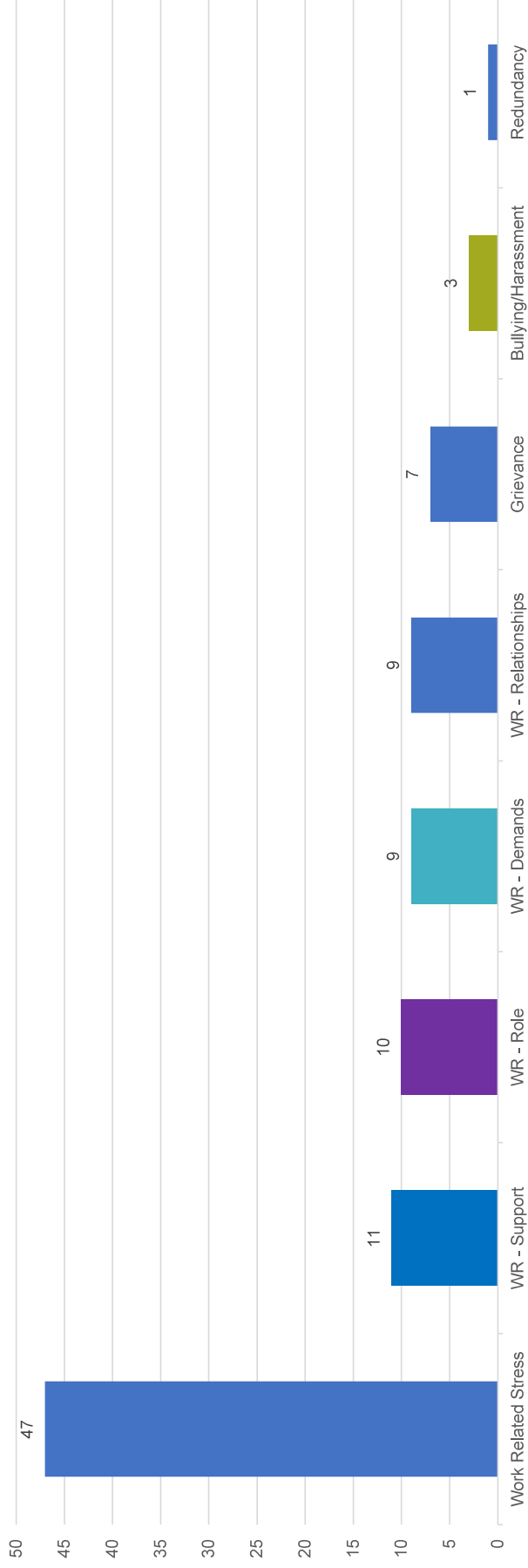
	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total	Split by %	Benchmarking
Mental Health	18	20	29	21	18	42	35	46	39	36	41	48	393	44%	42%
Legal	21	12	6	13	20	11	15	15	11	15	9	4	152	17%	19%
Work	3	11	17	3	1	10	11	2	5	8	16	10	97	11%	8%
Life Event	1	10	7	4	0	4	4	10	2	1	6	8	57	6%	6%
Relationships	1	10	6	6	0	2	7	1	3	13	5	2	56	6%	10%
Trauma	1	0	0	2	1	8	8	7	6	12	6	3	54	6%	2%
Service Enquiry	2	4	10	2	0	10	7	6	7	2	2	0	52	6%	7%
Physical Health	1	0	1	6	1	2	1	0	5	0	0	3	20	2%	3%
Financial	5	2	1	0	0	0	0	0	1	4	0	0	13	1%	1%
Self Identity	0	0	0	5	0	0	0	0	0	0	0	0	5	1%	0%
Parental Support	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
<b>Grand Total</b>	<b>53</b>	<b>69</b>	<b>77</b>	<b>62</b>	<b>41</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>79</b>	<b>91</b>	<b>85</b>	<b>78</b>	<b>899</b>	<b>100%</b>	<b>100%</b>



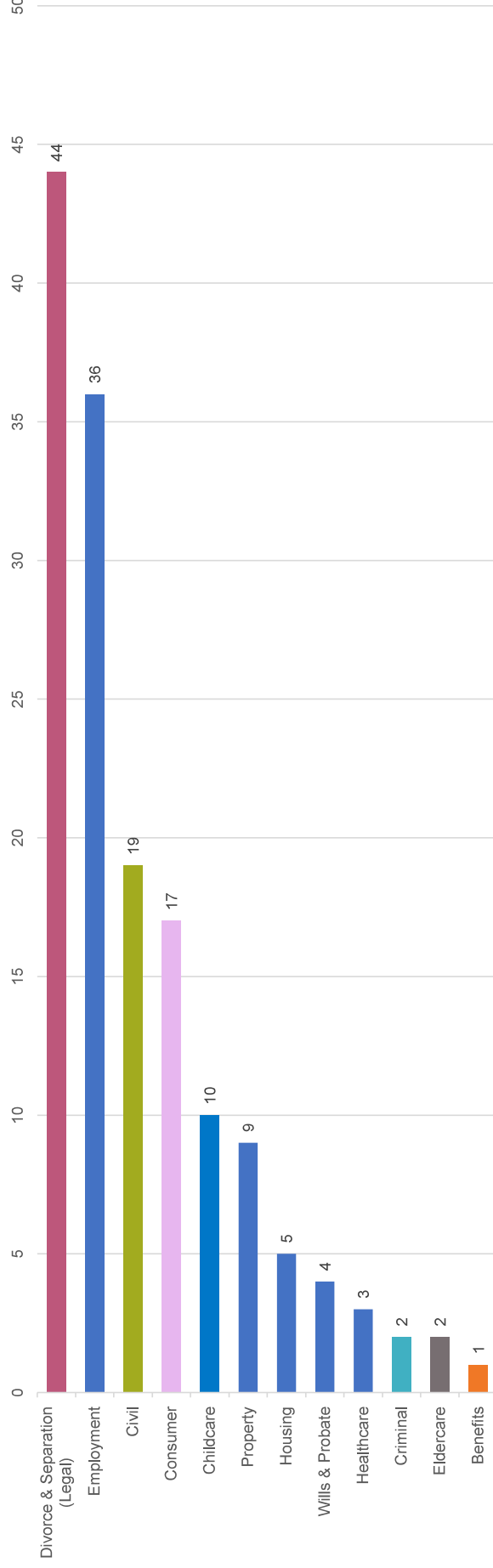
	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total
Anxiety	4	3	17	5	6	16	17	29	20	16	16	23	172
Low Mood	7	6	1	6	2	11	11	8	12	13	17	14	108
Depression	5	9	6	7	9	15	3	8	2	7	5	1	77
Bereavement	1	10	7	3	0	4	3	10	0	1	6	8	53
Service Enquiry	2	4	10	2	0	10	7	6	7	2	2	0	52
Work Related Stress	2	6	10	0	0	1	3	1	1	4	11	8	47
Divorce & Separation (Legal)	8	6	2	2	9	0	8	5	2	2	0	0	44
Employment	0	1	0	4	3	7	2	1	7	4	4	3	36
Family	0	7	5	3	0	0	1	0	3	4	4	0	27
Partner	1	1	1	3	0	2	6	0	0	9	1	2	26
Individual Event	1	0	0	2	0	4	2	0	0	8	5	0	22
Civil	8	1	2	5	0	0	0	0	0	2	0	1	19
Consumer	2	0	0	0	2	0	4	5	0	2	2	0	17
Critical Incident	0	0	0	0	0	4	0	7	6	0	0	0	17
Historical	0	0	0	0	1	0	6	0	0	4	1	3	15
WR - Support	0	1	5	0	0	0	1	0	1	0	3	0	11
Childcare	1	0	1	2	0	4	0	0	0	0	2	0	10
Other Diagnosed Mental Health Disorder	0	0	4	2	1	0	0	0	2	0	1	0	10
Pandemic	0	0	0	6	1	1	1	0	1	0	0	0	10
Self Harm	0	0	0	0	0	0	0	0	0	0	0	10	10
WR - Role	1	1	0	2	0	2	3	0	1	0	0	0	10
Property	1	0	0	0	6	0	0	0	0	2	0	0	9
WR - Demands	0	0	1	0	0	5	1	0	1	1	0	0	9
WR - Relationships	0	2	1	0	1	2	2	0	0	0	1	0	9
Concern of Other	1	0	1	0	0	1	0	0	3	0	0	1	7
Debt	2	2	0	0	0	0	0	0	1	2	0	0	7
Grievance	0	1	0	0	0	0	1	0	0	3	1	1	7
Impact of Mental Health of Another	1	1	1	0	0	0	1	1	2	0	0	0	7
Pension	3	0	1	0	0	0	0	0	0	2	0	0	6
Housing	1	1	0	0	0	0	0	2	0	1	0	0	5
Self-esteem	0	0	0	5	0	0	0	0	0	0	0	0	5
Addiction	0	1	0	1	0	0	0	0	0	0	2	0	4
Anger	1	0	0	0	0	0	2	0	1	0	0	0	4
Wills & Probate	0	2	1	0	0	0	1	0	0	0	0	0	4
Bullying/Harassment	0	0	0	1	0	0	0	0	1	0	0	1	3
Concerns Over Own Health	0	0	0	0	0	0	0	0	1	0	0	2	3
Friends	0	2	0	0	0	0	0	1	0	0	0	0	3
Healthcare	0	0	0	0	0	0	0	2	0	0	1	0	3
Criminal	0	0	0	0	0	0	0	0	0	2	0	0	2
Eldercare	0	0	0	0	0	0	0	0	2	0	0	0	2
Mid Life	0	0	0	0	0	0	1	0	1	0	0	0	2
Separation/Divorce	0	0	0	1	0	0	0	0	1	0	0	0	2
Benefits	0	1	0	0	0	0	0	0	0	0	0	0	1
Personality Disorder	0	0	0	0	0	0	1	0	0	0	0	0	1
Redundancy	0	0	0	0	0	0	0	1	0	0	0	0	1
Grand Total	53	69	77	62	41	89	88	87	79	91	85	78	899



	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total
Work Related Stress	2	6	10	0	0	1	3	1	1	4	11	8	47
WR - Support	0	1	5	0	0	0	1	0	1	0	3	0	11
WR - Role	1	1	0	2	0	2	3	0	1	0	0	0	10
WR - Demands	0	0	1	0	0	5	1	0	1	1	0	0	9
WR - Relationships	0	2	1	0	1	2	2	0	0	0	1	0	9
Grievance	0	1	0	0	0	0	1	0	0	3	1	1	7
Bullying/Harassment	0	0	0	1	0	0	0	0	1	0	0	1	3
Redundancy	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Grand Total</b>	<b>3</b>	<b>11</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>16</b>	<b>10</b>	<b>97</b>



	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total
Divorce & Separation (Legal)	8	6	2	2	9	0	8	5	2	2	0	0	44
Employment	0	1	0	4	3	7	2	1	7	4	4	3	36
Civil	8	1	2	5	0	0	0	0	0	2	0	1	19
Consumer	2	0	0	0	2	0	4	5	0	2	2	0	17
Childcare	1	0	1	2	0	4	0	0	0	0	2	0	10
Property	1	0	0	0	6	0	0	0	0	2	0	0	9
Housing	1	1	0	0	0	0	0	2	0	1	0	0	5
Wills & Probate	0	2	1	0	0	0	1	0	0	0	0	0	4
Healthcare	0	0	0	0	0	0	0	2	0	0	1	0	3
Criminal	0	0	0	0	0	0	0	0	0	2	0	0	2
Eldercare	0	0	0	0	0	0	0	0	2	0	0	0	2
Benefits	0	1	0	0	0	0	0	0	0	0	0	0	1
<b>Grand Total</b>	<b>21</b>	<b>12</b>	<b>6</b>	<b>13</b>	<b>20</b>	<b>11</b>	<b>15</b>	<b>15</b>	<b>11</b>	<b>15</b>	<b>9</b>	<b>4</b>	<b>152</b>

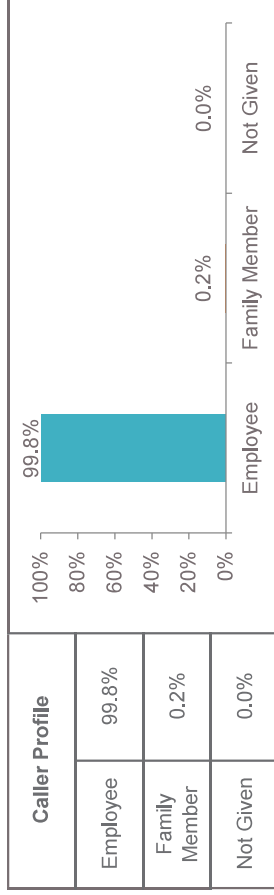
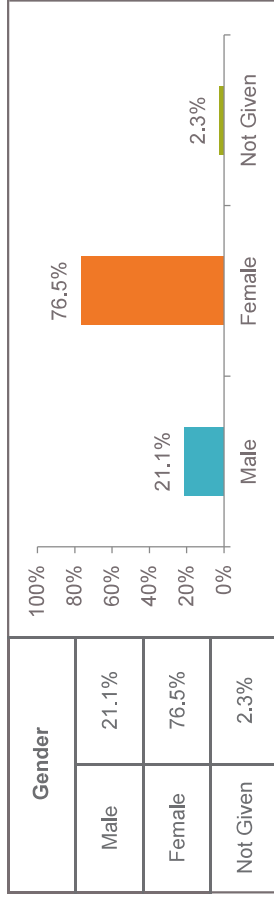




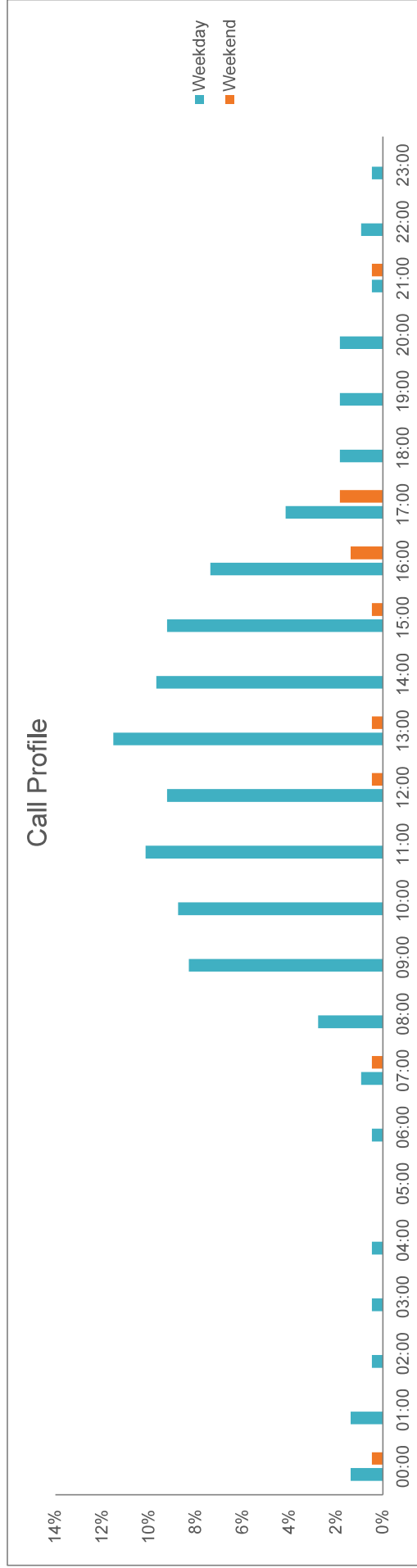
Category	Blood Donation	Clinical	Communications	DTS	Finance	ICT	Manufacturing & Logistics	Not on list	ODT	People	Grand Total
Mental Health	46	5	13	8	11	5	58	23	2	393	
Service Enquiry	3	0	1	0	2	0	10	3	1	52	
Legal	11	2	0	8	21	9	28	10	0	152	
Relationships	11	7	4	2	3	0	3	2	5	56	
Work	22	0	0	1	1	6	7	8	3	97	
Financial	5	0	0	0	0	1	5	0	0	13	
Life Event	26	0	2	0	7	0	10	3	3	57	
Parental Support	0	0	0	0	0	0	0	0	0	0	
Physical Health	15	0	0	0	3	1	0	0	0	20	
Self Identity	0	0	0	0	0	0	5	0	0	5	
Trauma	47	3	0	0	0	0	1	3	0	54	
<b>Grand Total</b>	<b>105</b>	<b>14</b>	<b>20</b>	<b>19</b>	<b>48</b>	<b>22</b>	<b>127</b>	<b>52</b>	<b>14</b>	<b>899</b>	
<b>Overall Percentage</b>	<b>53.2%</b>	<b>1.6%</b>	<b>2.2%</b>	<b>2.1%</b>	<b>5.3%</b>	<b>2.4%</b>	<b>14.1%</b>	<b>5.8%</b>	<b>1.6%</b>	<b>100%</b>	

Category	Blood Donation	Clinical	Communications	DTS	Finance	ICT	Manufacturing & Logistics	Not on list	ODT	People	Grand Total
Face to face counselling sessions	19	0	4	6	0	5	15	4	6	117	
Telephone counselling sessions	45	6	22	0	6	0	17	38	3	334	
Online counselling sessions	38	0	0	6	13	0	17	4	0	150	
Online CBT sessions	1	0	0	0	0	0	1	1	0	3	
Employees referred to face to face counselling	7	0	1	1	0	0	4	1	2	18	
Employees referred to telephone counselling	33	0	4	0	2	0	3	5	0	53	
Employees referred to online counselling	11	0	0	2	4	0	4	2	0	31	
Employees referred to online CBT	2	0	0	0	0	0	1	1	0	5	
Management EAP helpline referrals	4	0	1	0	0	1	4	1	0	23	
Monitored cases	6	0	0	0	1	1	1	0	0	9	
Individual Cases	222	5	8	8	23	14	49	34	9	424	
Individual Users	168	42	6	5	14	12	32	23	5	310	

Monitored cases relate to callers that are presenting a level of risk. The level of risk may vary in severity identified however further support is offered to these clients. This may include more regular contact and disclosure to the individuals GP or a local mental health service as appropriate.



### Call Profile

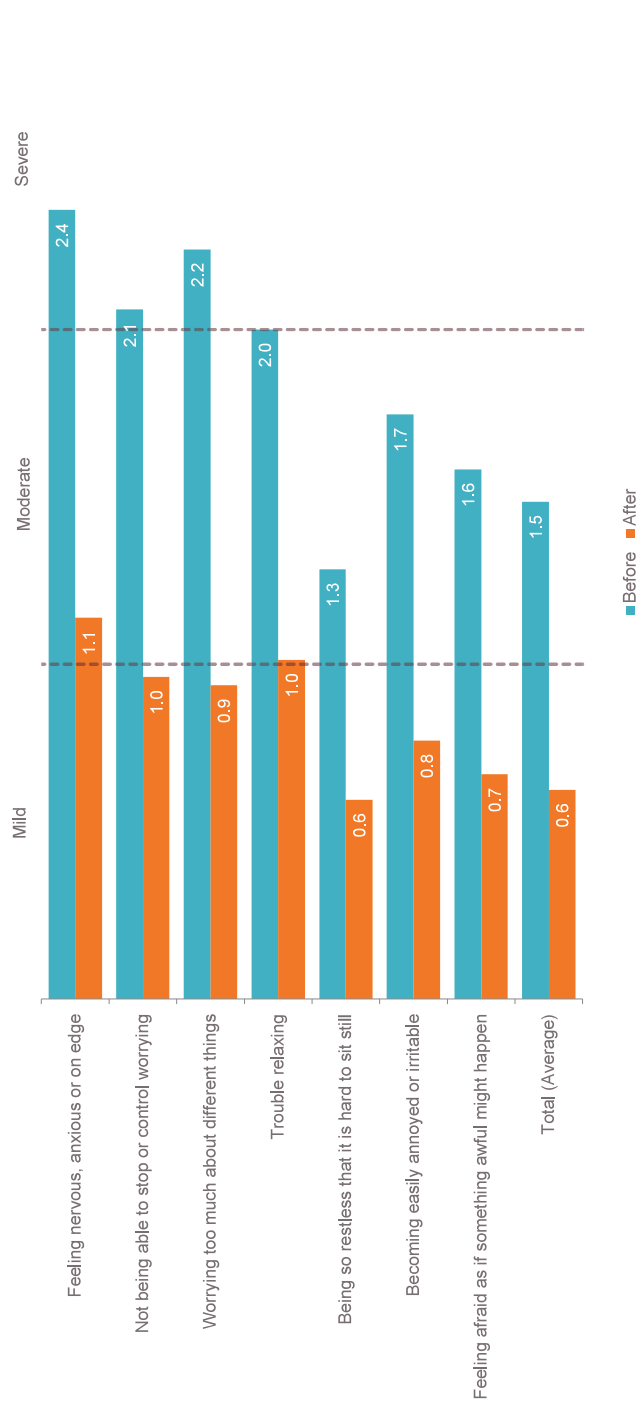


	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total
Monitored Cases (YTD)	3	0	0	1	1	1	0	1	1	0	0	1	9
Management EAP helpline referrals	0	0	2	2	2	3	0	3	2	1	2	6	23

Age	16-19	20-29	30-39	40-49	50-59	60+	Total
Percentages	1.7%	14.0%	27.8%	23.9%	24.1%	8.5%	100%

Over the last 2 weeks, how often have you been bothered by the following problems?		Start of Therapy	End of Therapy
Feeling nervous, anxious or on edge		2.4	1.1
Not being able to stop or control worrying		2.1	1.0
Worrying too much about different things		2.2	0.9
Trouble relaxing		2.0	1.0
Being so restless that it is hard to sit still		1.3	0.6
Becoming easily annoyed or irritable		1.7	0.8
Feeling afraid as if something awful might happen		1.6	0.7

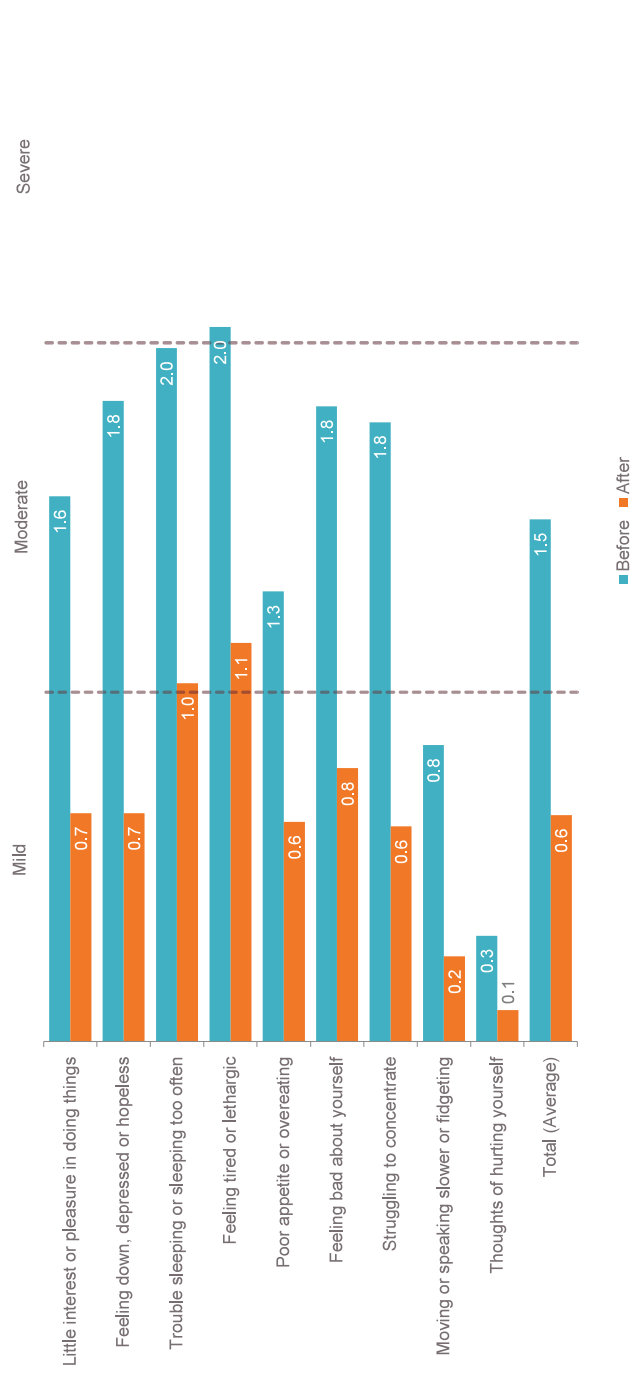
KEY: 0 = Not at all, 1 = Several days, 2 = More than half the days, 3 = Nearly every day



Following structured therapy there has been a 57.9% improvement in the GAD-7 scores

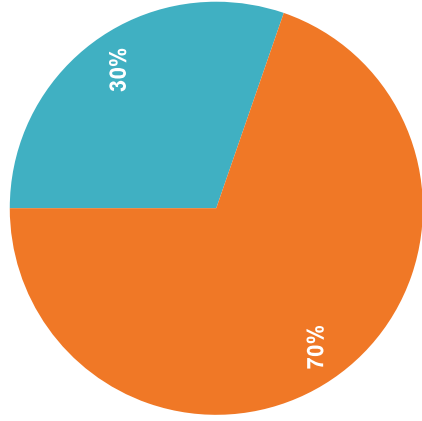
Over the last 2 weeks, how often have you been bothered by the following problems?		Start of Therapy	End of Therapy
Little interest or pleasure in doing things		1.6	0.7
Feeling down, depressed, or hopeless		1.8	0.7
Trouble sleeping or sleeping too much		2.0	1.0
Feeling tired or having little energy		2.0	1.1
Poor appetite or overeating		1.3	0.6
Feeling bad about yourself		1.8	0.8
Trouble concentrating on things		1.8	0.6
Moving or speaking slowly		0.8	0.2
Thoughts of hurting yourself		0.3	0.1

KEY: 0 = Not at all, 1 = Several days, 2 = More than half the days, 3 = Nearly every day

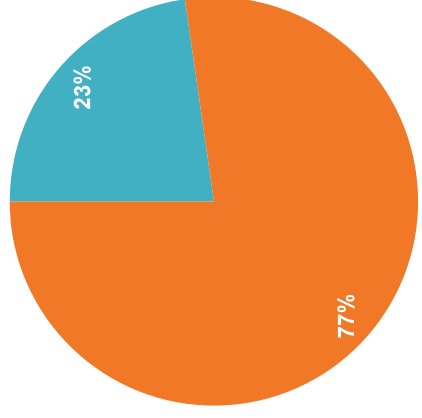


Following structured therapy there has been a 56.6% improvement in the PHQ-9 scores

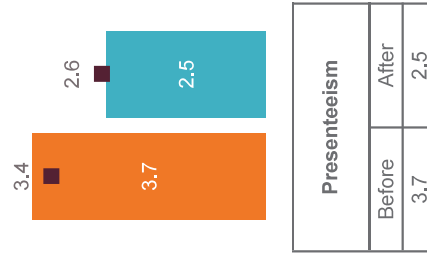
### Start of Therapy



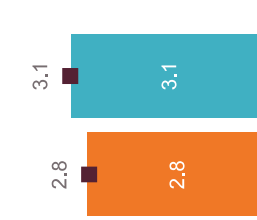
### End of Therapy



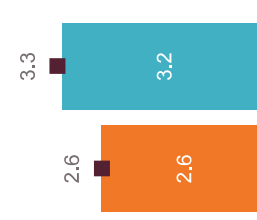
25.0% of those out of work at start of therapy are back in work at the end



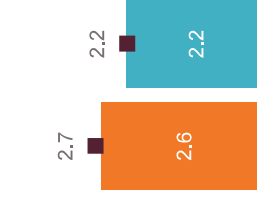
Presenteeism	
Before	After
3.7	2.5



Work Engagement	
Before	After
2.8	3.1



Life Satisfaction	
Before	After
2.6	3.2



Workplace Distress	
Before	After
2.6	2.2

1 Strongly Disagree,

2 Somewhat Disagree,

3 Neutral,

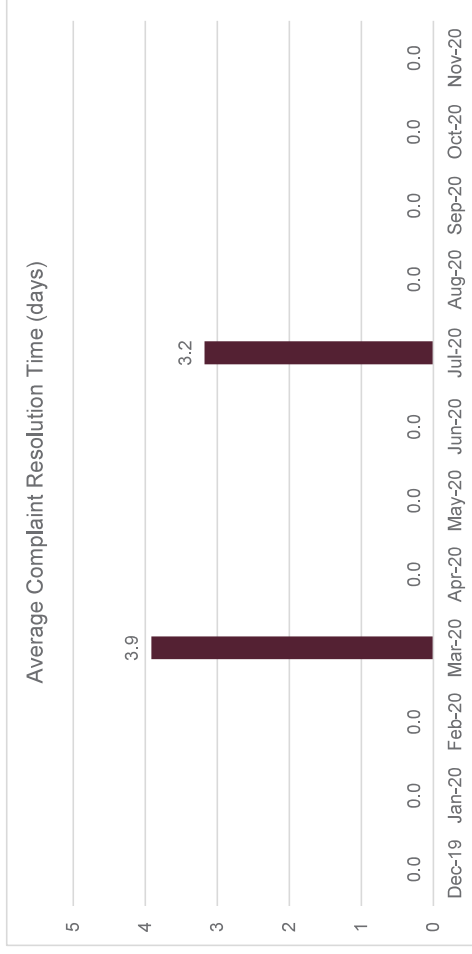
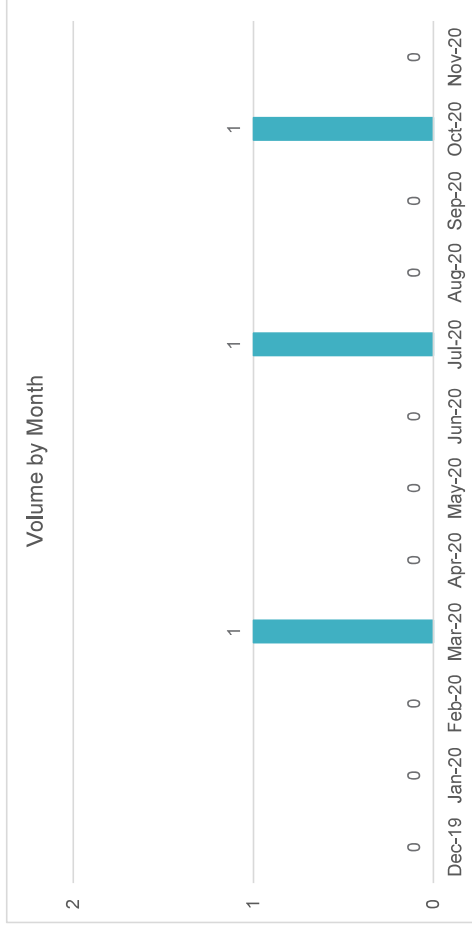
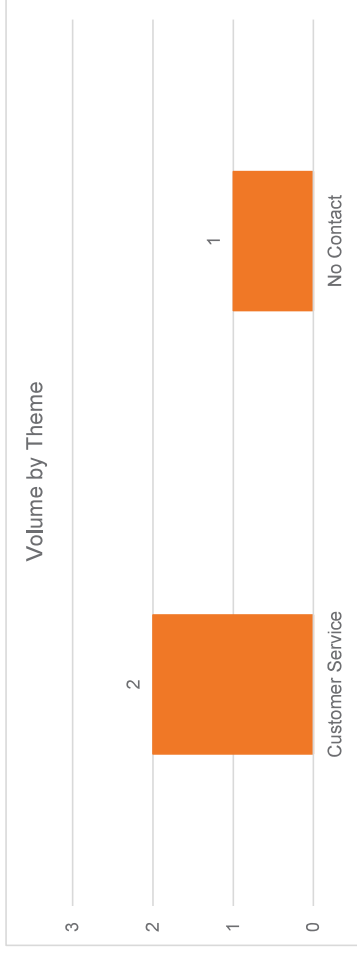
4 Somewhat Agree,

5 Strongly Agree



Health Assured Portfolio - Benchmarking

Date	Theme	Days Taken
12/03/2020	No Contact	3.9
03/07/2020	Customer Service	3.2
16/10/2020	Customer Service	0.0



On average complaints have been investigated and resolved within 2.4 working days  
The volume of complaints logged equates to 0.33% of all user engagement

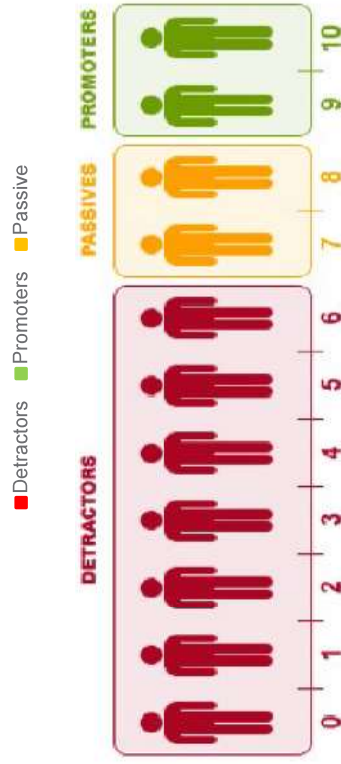
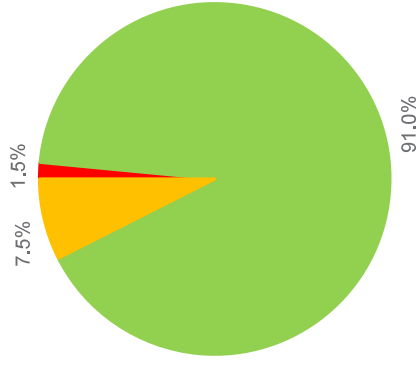
Service	Measure			Sep 2020	Oct 2020	Nov 2020	Achieved
	Red	Amber	Green				
Telephone support services available 24/7/365	<98%	98-100%	100%	100%	100%	100%	100%
Red flag cases matched immediately for telephone support	<100%	<100%	100%	100%	100%	100%	100%
All calls answered within 5 rings	<97%	97-98%	98%	99.7%	99.8%	100.0%	99.8%
Call abandonment less than 2%	<97%	98-100%	99%	100%	100%	100%	100%
Call backs to take place within 2 hours	<98%	98-100%	99%	100%	100%	100%	100%
All non-counselling queries answered within 24 hours	<97%	97-98%	98%	100%	100%	100%	100%
Portal available 24/7/365 and downtime notification provided 72 hours in advance	<97%	98-99%	99%	100%	100%	100%	100%
Counselling services available 24/7/365	<100%	<100%	100%	100%	100%	100%	100%
Face to face counselling for red flag cases within 24 hours if need determined	<100%	<100%	100%	100%	100%	100%	100%
All counselling appointments to be arranged within 48 hours of first contact	<98%	98-100%	100%	100%	100%	100%	100%
Initial counselling session to take place within 5 days of first contact	<97%	98-99%	>99%	100%	100%	100%	100%
Fast track referral appointments booked within 2 days of referral	<98%	98-100%	100%	100%	100%	100%	100%
Face to face counselling offered within 1 hour via public transport	<97%	98-99%	99%	100%	100%	100%	100%
Critical incident telephone support available within 2 hours of notification, including for those abroad	<100%	<100%	100%	100%	100%	100%	100%
On-site CISM available within 48 hours	<100%	<100%	100%	100%	100%	100%	100%
All complaints acknowledged within 1 working day	<97%	97-99%	99%	N/A	100%	N/A	100%
All complaint updates provided at 2 day intervals	<97%	97-99%	99%	N/A	100%	N/A	100%
All customer satisfaction surveys to meet agreed target measures	<90%	90-95%	95%	100%	100%	100%	100%
All invoices correct first time with supporting data provided	<97%	97-99%	99%	100%	100%	100%	100%
Account management support available Monday to Friday - 8am until 6pm	<97%	97-99%	99%	100%	100%	100%	100%
Account management queries answered within 1 working day	<97%	97-99%	99%	100%	100%	100%	100%
Management Info delivered at agreed periods	<100%	<100%	100%	100%	100%	100%	100%
Ad hoc/urgent MI to be provided within agreed timescales upon request	<100%	<100%	100%	N/A	N/A	N/A	N/A

Date	Type	Location	Overview
20/12/2019	CISM	Leeds	Full Day
21/01/2020	Workshop	Sheffield	Half Day
28/01/2020	Workshop	Leeds	Half Day
06/03/2020	CISM	Liverpool	Half Day
16/07/2020	CISM	Online	Full Day
31/07/2020	Workshop	Online	Half Day
03/09/2020	CISM	Online	Full Day
08/09/2020	CISM	Online	Half Day
17/09/2020	CISM	Salford	Full Day
22/09/2020	CISM	Online	Full Day
09/10/2020	Workshop	Online	Half Day
12/10/2020	Workshop	Online	Half Day
14/10/2020	Workshop	Online	Half Day
15/10/2020	Workshop	Online	Half Day
15/10/2020	CISM	Online	Full Day
17/10/2020	Workshop	Online	Half Day
03/11/2020	CISM	Online	Full Day
04/11/2020	CISM	Online	Half Day
11/11/2020	CISM	Online	Half Day
16/11/2020	CISM	Online	Full Day
18/11/2020	CISM	Online	Half Day
24/11/2020	CISM	Online	Half Day
25/11/2020	CISM	Online	Full Day
26/11/2020	CISM	Online	Full Day



Service Elements		Client Satisfaction
Distribution	Percentage of questionnaires sent to service users agreeing to provide service feedback	100%
Response Rate	Percentage of responses to feedback request following counselling	100%
Survey Goals	We introduced this survey to gain a better understanding of the service we provide and gain the insight of the service users. In order to develop the support available, we want to better understand both the areas we are currently succeeding as well as the areas which need improvement.	
Stand-out Comments	<p>04/05/2020 - Spoke about a referral for a team member as a manager but ended up with fantastic support for me as well. Really appreciated, brilliant service - thank you.</p> <p>22/09/2020 - I found the service from the initial contact to the actual counsellor that I was assigned to really effective. The Counsellor totally 'got me' and the difficulties that I was experiencing. They helped me to navigate through a particularly difficult time. I have no doubt that this service has kept me in the workplace during a really difficult time.</p> <p>22/09/2020 - I had a very helpful discussion with the counsellor, this made me feel more at ease. I would definitely use the service again and wholeheartedly recommend it to friends and colleagues. Thank you for your help</p>	

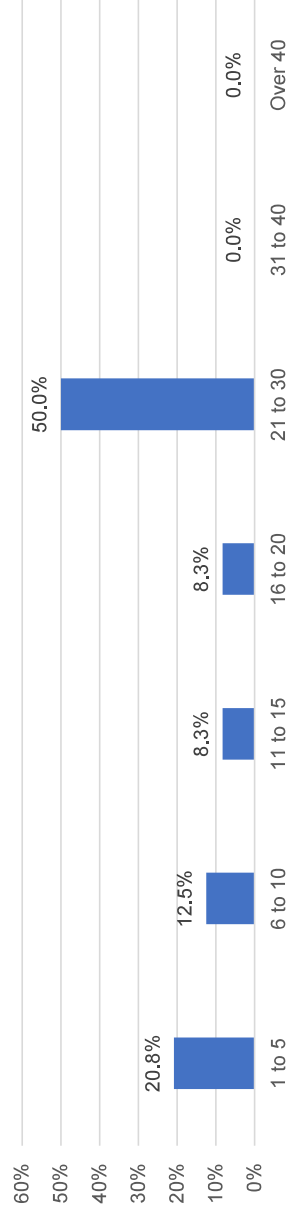
*NOTE: Given the sensitive nature of the service provided, our counsellors check as to whether those who contact the service would be willing to complete a short survey. It is explained to them at this point that their feedback can be made completely anonymously and that they can leave as much or as little information as they feel appropriate. The feedback request is then sent out, to those who have given consent, once their counselling journey has been completed.*



Net Promoter Score



Average Working Days Lost



Average working  
days lost  
19.0