



# Employee Assistance Programme

Tailored and flexible packages for your organisation





## Tailored & Flexible Packages

### Employee Assistance Programme (EAP)

Let Lancashire Mind's qualified mental health specialists provide personalised support for your staff.

We've helped over 1,000 local businesses build a more positive and supportive work environment.

Contact us today for more information:  
[emmabateson@lancashiremind.org.uk](mailto:emmabateson@lancashiremind.org.uk)  
01257 231660

How does an EAP benefit your business or organisation?

- Enhanced employee retention
- Reduced absenteeism
- Improved productivity
- Improved employee wellbeing and mental health
- Positive workplace culture
- Enhanced managerial support

**96% of people who've accessed Lancashire Mind training and support would recommend us to others!**

**From £7 per person, per year!\***

\* Based on size of organisation

"Lancashire Mind has provided us with thorough resources, courses and training. The EAP has been instrumental in equipping our managers and our mental health & wellbeing champions to support our staff and teams across the group."

Jen Briggs  
Head of HR & Partnerships  
James' Places

*James'*  
PLACES







**The biggest thing that I took away from coaching was self-reflection... adopting a mindfulness approach for myself, realising and understanding that it's not all on me.**

## **How can an EAP support your team?**

In his role as a residential manager for a children's home, Warren is no stranger to long days, emotional demands, and the weight of responsibility. When one of the homes in his network faced a crisis, Warren stepped in to support - but found himself absorbing not just the challenges, but the emotional toll too.

"They [my employer] value your wellbeing and obviously from their perspective as well in terms of wellbeing, if you're mentally and physically well, you're not going to go off sick. So, therefore it's a cost-effective service."

Warren, Residential Manager, Local Council



# What is an EAP and what's included?



## What is an EAP?

An Employee Assistance Programme (EAP) is a work-based programme that offers employees confidential support and resources to address personal and work-related challenges that may impact their wellbeing and performance.

EAPs typically provide access to counselling, referrals and other services to help employees with a wide range of challenges.

## Organisational pricing

### 1000 or more employees

£7 per person

### 500 to 999 employees

£10 per person

### 300 to 499 employees

£13 per person

### 100 to 299 employees

£15 per person

### 50 to 99 employees

£20 per person

### Less than 50 employees

£1,000 min fee

### Less than 10 employees

£500 min fee

## The programme includes:



**Digital self-help resources**



**Dedicated  
phoneline for  
support and  
advice**



**Support and  
training for  
managers**



**Workplace  
training**

# What is an EAP and what's included?



## Included in our Core EAP offer:

### Element of support

#### Digital self-help resources

*Included in core offer*

### Details

A range of self-help resources will be available for all staff to access, on a password protected area of the Lancashire Mind website.

#### Phone initial point of contact

*Included in core offer*

The Lancashire Mind EAP phone number will be promoted to staff.

The phone line will be staffed from Monday to Friday 10am – 4pm with late night support available on a Thursday until 8pm.

Outside of these times a caller can leave a message, and someone will contact them within 48 working hours. There is a menu of options, the first option is crisis support and there will be a separate option for the EAP.

#### Signposting and referral to local services

*Included in core offer*

Lancashire Mind can support with signposting and referring through to Lancashire based support organisations on a wide range of topics such as debt, benefits, housing, bereavement support, domestic violence, family support, support for neurodiversity.

Staff can call the Lancashire Mind phone number to discuss needs and to access information.



# What is an EAP and what's included?



## Included in our Core EAP offer:

### Element of support

### Details

#### **Provision of wellbeing tools for the workplace**

*Included in core offer*

Staff will be provided with a toolkit to use in the workplace:

- Wellbeing Action Plan tool
- 1-2-1 template
- Stress Risk Assessment
- Example wellbeing survey for staff

Your EAP account manager to provide guidance for staff at your organisation to use.

#### **Provide content for staff newsletter and/or text alerts**

*Included in core offer*

Content will be provided to the organisation on a quarterly basis to be included in staff newsletters.

This could include: wellbeing hints and tips, spotlight on an area of the EAP, resources, signposting to other organisations, and opportunities to get involved with Lancashire Mind fundraising and/or volunteering.

#### **Marketing materials to promote your EAP to employees**

*Included in core offer*

Editable digital marketing materials to share across your workplace network to promote the EAP offer.

# What is an EAP and what's included?



## Included in our Core EAP offer:

### Element of support

#### **eLearning training**

*Included in core offer*

*Coupons to be used within 12 months of beginning of EAP*

*Additional codes can be purchased. Please contact your EAP account manager for details*

#### **Orange Button scheme: suicide awareness training**

*Included in core offer*

*Available until the end of March 2026*

*After March 2026 please contact us to find out if funded places are still available*

### Details

Access to eLearning courses, based on five course coupons per 100 people or one course coupon for organisations of 20 or less.

#### **Course options for managers:**

- Mental Health Tools for Line Managers

#### **Course options for all employees:**

- Mental Health Awareness: Supporting Yourself and Others
- Resilience: A Personal Toolkit for Mental Wellbeing

SFA Lite (Suicide First Aid Lite) is one of a number of Suicide Prevention courses available through the Orange Button Scheme.

Lancashire Mind is commissioned to deliver the training through the Intergrated Care Board and Lancashire & South Cumbria Foundation Trust.

SFA Lite outlines how someone reaches the point of viewing suicide as an option, how to undertake a suicide intervention and basic signposting.



# What is an EAP and what's included?



## Add on services and support

All prices below include 10% EAP discount

### Add on element

### Details

#### Wellbeing support drop in session

*£230.40 per day face to face  
8 x 30 minute drop in sessions per day*

A wellbeing coach based in your office for a one off session. A brief opportunity for staff to discuss any difficulties in a supportive, solution focused environment.

#### Wellbeing Coaching

*£1,350 virtual  
£1,458 face to face  
1 day per week x 6  
5 x 45 minute sessions per day*

A wellbeing coach working 1-2-1 with your staff over 6 weeks. Focusing on goals, strengths and problem solving abilities to improve their wellbeing. Topics include stress, low mood, anxiety and self esteem.

#### Supported self-help

*£189 per person  
1 x assessment session  
5 x 20 minute virtual sessions*

Supported self-help is a brief structured support programme. The practitioner identifies the most appropriate pathway to support the client and provides them with resources and tools to work through in-between sessions.

#### Workshops on a range of topics

*£315 per two-hour workshop*

Face to face workshops on a range of topics such as:

- Five Ways to Wellbeing
- Managing stress and anxiety in the workplace
- Managing professional boundaries in a mental health context
- Building resilience

Up to 15 learners per course. Please speak to your EAP account manager about the range of courses on offer so Lancashire Mind can recommend best, based on your organisation's needs.



# What is an EAP and what's included?



## Add on services and support

All prices below include 10% EAP discount

### Add on element

### Details

#### 1-2-1 Therapy Sessions

*Suggested minimum of ten therapy sessions recommended*

*£576 per person*

*1 x assessment session*

*10 x 50 minute therapy sessions with a qualified therapist*

During the assessment with our skilled practitioners we will agree the best route for each individual, whether it's Counselling or Cognitive Behavioural Therapy (CBT).

Sessions are delivered virtually but we can accommodate face to face sessions where requested at an additional cost to cover travel and room hire if needed.

#### Counselling

In-depth talking therapy delivered by qualified therapists. Provides a safe, confidential space to explore emotions, relationships, identity, and life experiences.

#### Cognitive Behavioural Therapy

Structured, evidence-based therapy helping people understand and change unhelpful thought and behaviour patterns. Delivered by a qualified CBT therapist.

#### 1-2-1 Incident Debrief Session

*£108*

*1 x 90 minute therapy session*

A one-off supportive session delivered by a qualified therapist. Provides space to offload and reflect on a specific event. Not a course of therapy and does not involve ongoing treatment.

# What is an EAP and what's included?



## Add on services and support

All prices below include 10% EAP discount

### Add on element

### Details

#### Lancashire Wellbeing Business Network

*£450 annual membership*

*The network is open on an invite only basis and has over 30 members who hold roles in senior leadership, HR, Marketing, Learning & Development and EDI to name a few.*

The Lancashire Wellbeing Business Network is an accessible, affordable solution to support your organisation or business.

Lancashire Mind offer a simple, one place solution to support you to support and overcome your mental health and EDI development challenges.

We have partnered with local and national trusted organisations to develop high quality, evidence based resources to support you and your team; alongside opportunities to network with like-minded businesses to learn, develop, and share successes.

#### Training: Managing mental health in the workplace

*£1,620 for full day*

*The course can be accessed by 6-16 learners*

We can develop and deliver a bespoke training course for your organisation's managers. Providing a greater understanding of common mental health conditions in the workplace and what signs to look for in staff that might be facing challenges.

Together we will examine the misconceptions around mental health and consider best practice for managers to support staff who have a mental health condition.

We will also look at equipping managers to become mental health champions.





**By choosing us as your EAP provider you will also be investing back into your local community.**

**Lancashire Mind re-invests funds into Lancashire mental health services.**

By providing employees access to confidential counselling, support and resources, EAPs can help to address professional and personal issues that can impact wellbeing and performance.

### About Lancashire Mind

**Put your EAP in the hands of Lancashire's leading Mental Health & Wellbeing organisation!**

We are an independent mental health charity dedicated to improving the mental health and wellbeing of the people of Lancashire.

[www.lancashiremind.org.uk](http://www.lancashiremind.org.uk)

**From £7 per employee\***

\* Pricing based on size of organisation

### Lancashire Mind's EAP options include:

- Your own dedicated webpage
- A support phone line
- 1-2-1 mental health support including therapy and coaching
- Manager training to support their own and their team's wellbeing
- Wellbeing in the Workplace tool kit
- Mental health eLearning courses
- Self-help resources



**LANCASHIRE BUSINESSVIEW  
RED ROSE  
AWARDS 2025**

**WINNER  
HEALTH & WELLBEING**



**mind  
Lancashire**

For more information on how we can support  
you and your staff, please contact:

Emma Bateson  
Head of External Relations  
[emmabateson@lancashiremind.org.uk](mailto:emmabateson@lancashiremind.org.uk)

