



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI506958662

Thank you for your request for information relating to Employee Assistance Programme Counselling and Helpline Service.

You have requested the following information:

1. Does your organisation provide an Employee Assistance Programme (EAP) counselling and helpline service for employees?

Yes.

2. What is the name and address of the provider?

VIVUP.

3. What support is offered by the service?

24/7 counselling - 6 sessions
Employee benefits package
Resources
Digital courses
Debt advice
Helpline

4. When did the service start?

2020.

5. What was the annual spend for 2020/2021 2021/2022 2022/2023? (if the full year is not yet available please provide information until the end of quarter 3)

The EAP and counselling service are free as part of our overarching contract with Vivup.

6. How many employees used the service in 2020/2021 2021/2022 2022/2023? (if the full year is not yet available please provide information until the end of quarter 3)

Approximately 30 to 40 employees use the service per month.

7. How many employees received ongoing counselling from the service in 2020/2021 2021/2022 2022/2023? (if the full year is not yet available please provide information until the end of quarter 3)

Counselling is restricted to six sessions, so there was no ongoing counselling.

8. How many employees used the helpline service in 2020/2021 2021/2022 2022/2023? (if the full year is not yet available please provide information until the end of quarter 3)

9. How many helpline contacts were received from employees in 2020/2021 2021/2022 2022/2023? (if the full year is not yet available please provide information until the end of quarter 3)

For Questions 8 and 9, we confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not held by the Council.

10. When was the service last tendered?

Vivup contract started in December 2020 for a duration of two years plus the option of two 12-month extensions. We last extended in Nov 2022 for the first 12 months extension.

11. If a tender process did not take place how was the provider selected?

Extension of contract to December 2023, we went to procurement board in November 22 and there is the possibility of one more 12-month extension. This would take the contract to its maximum of Nov 2024.

12. How is the quality of the service monitored?

Quarterly meeting held with the Occupational Health, Safety and Wellbeing Manager.

13. When does the current contract end?

Either November 2023 or 2024 depending on a decision to take the final 12-month extension.

14. When will the service next be tendered?

Currently being reviewed as referenced in Question 13.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance