



Professional
Support Services
Health and Wellbeing Service





Our Health and Wellbeing Service provides occupational health and counselling services for staff. With a range of services on offer, we aim to provide a responsive and reliable service focussed on the maintenance of good health, management of attendance, health promotion and health surveillance.

The Occupational Health team is committed to providing educational settings with a high quality, best value and professional Health and Wellbeing service. The team has excellent business acumen, experience in all areas of occupational health and understands your organisation and the importance of health within the workplace.

What we offer

Our annual package for schools provides a professional service for you and your staff which includes:

- Access to our Employee Assistance Programme, which includes:
 - 24/7 telephone helpline to speak to a councillor
 - Confidential advice and support, including emotional wellbeing e.g. bereavement, stress, family illness, anxiety, and legal e.g. neighbour dispute, moving house
 - Access to an online portal that provides tailored personal health assessments and practical health improvement advice, 24/7
- Comprehensive advice to managers provided by registered nurses on interventions for phased returns to work and reasonable adjustments, suitability for redeployment and fitness to work
- Telephone consultations and internet resources for quick one to one support
- Occupational health referrals
- Employment Health Questionnaires
- Ill health retirement assessments

We can also provide a range of our services on an 'at need' basis. These include:

- Health Promotion Screening
- Health Surveillance
- Face to Face Counselling
- GP / Consultant reports required for management of attendance and ill health retirement cases
- Ill Health retirement assessment (Local Government Pension Scheme)
- Ill Health retirement second opinion
- Occupational Health Advisor Appointment
- Occupational Health Physician Appointment
- Employment Health Questionnaires
- Mediation and Facilitation

Benefits

Signing up to our Health and Wellbeing Service's annual package allows you to give staff access to 24/7 support in a very economical way. The 24/7 helpline gives immediate access for staff who may need help with problems which can be work related or external to work.

We can also provide a pathway to face to face support if this is the best solution. You can have the peace of mind that support is in place for all employees and that help is also on hand for any other Occupational Health requirements.

Managers can also obtain impartial advice and information via telephone through our Management Consultancy Service (available Monday to Friday, 9am to 5pm) designed to assist managers in supporting their employees at work. We also have access to short term counselling if a need for emotional support is identified via triage process and to executive coaching in order to support managers in achieving goals and dealing with obstacles.

- Our flexible service means that you can get in touch at any time and sessions will be held at a time and place to suit you
- The counsellor will provide individual support, tailored to your circumstances. We also aim to offer continuity of support so you don't have to spend time re-iterating the issues

Our Health and Wellbeing service is completely confidential and no details or information about the support sessions are ever shared.



The NYES difference

All of our nurses are Registered General Nurses (RGNs) and are accredited by the Royal College of Nursing. They also hold Occupational Health qualifications so you can rest assured that you and your staff will always receive first class care and support.

These qualifications are backed up by a strong knowledge of the education sector workforce – our team understand your environment and how to work with staff to achieve the most positive outcomes for all.



Our services

- Broadband
- Data and Intelligence
- Document Management Service
- Employment Support Service
- Financial and Business Management
- HR Advisory
- ICT
- Insurance and Risk Management Service
- Legal and Democratic Service
- Procurement
- Resourcing Solutions
- School Business Management
- Staff Absence

Contact us

To find out more about any of the services we offer and how we can support you please contact the North Yorkshire Education Services team:

T: 01609 533222 E: nyes@northyorks.gov.uk

W: www.nyeducationsservices.co.uk