

**OFFICE OF THE POLICE AND CRIME COMMISSIONER  
FOR HUMBERSIDE  
DECISION RECORD**

Decision Record Number **DR39/2025**

Title: **Internal Staff Therapy Service**

**Executive Summary:**

The Office of the Police Crime Commissioner (OPCC) recognises the impact on employee wellbeing and have previously commissioned a therapeutic service to support staff working for the organisation.

Whilst difficult to attribute to the service alone the average number of days of staff absence per employee reduced from 4.91 days in 2023 to 2.64 days in 2024.

As the current service is due to end and to ensure transparency a competitive tender exercise was carried out on the Governments tender portal. Additional feedback from the staff survey helped to shape both the specification and questions.

Following the scoring of the submissions received this decision seeks to appoint Working Minds UK on a three year contract to deliver therapy service to staff working for the OPCC.

The contract will be from the 01 July 2025 to 30 June 2028.

**Decision of the PCC**

Approval that Working Minds UK are awarded a 3-year contract to provide therapy to staff working for the OPCC.

**Background Report: Open**

**Police and Crime Commissioner for Humberside**

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

**Signature**



**Date 15/07/2025**

**POLICE AND CRIME COMMISSIONER  
FOR HUMBERSIDE**

**SUBMISSION FOR: DECISION**

**OPEN**

**Title:** Internal Staff Therapy Service

**Date:** 30 June 2025

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**1. Executive Summary**

Nearly half of all work related ill health is caused by stress, anxiety or depression according to the Health and Safety Executive (HSE). Whilst nationally numbers have decreased since the pandemic, they remain higher than pre-pandemic levels.

Even when in work, any employee experiencing stress, anxiety or low mood will be unlikely to perform in a way that is required. Employee burnout is debilitating, it steals enjoyment, energy, passion, and productivity.

The Office of the Police Crime Commissioner (OPCC) recognises the impact on employee wellbeing and have previously commissioned a therapeutic service to support staff working for the organisation.

Whilst difficult to attribute to the service alone the average number of days of staff absence per employee reduced from 4.91 days in 2023 to 2.64 days in 2024.

A staff survey took place in 2024, with the results anonymised showing that staff were grateful for the service. Feedback continues to show that a service is needed and welcomed by staff working at the OPCC.

As the current service is due to end and to ensure transparency a competitive tender exercise was carried out on the Governments tender portal. Additional feedback from the staff survey helped to shape both the specification and questions.

Following the scoring of the submissions received this decision seeks to appoint Working Minds on a three year contract to deliver therapy service to staff working for the OPCC.

The contract will be from the 01 July 2025 to 30 June 2028.

**2. Recommendation**

Following a competitive tendering exercise this Decision Record recommends that Working Minds UK are awarded a 3-year contract to provide therapy to staff working for the OPCC, as per the options appraisal below.

**3. Background**

Fortis have provided a confidential therapeutic service to members of staff working for the OPCC since 2023. Feedback informs us that the therapy has been beneficial to staff that have accessed the service and should continue to be provided longer term.

A competitive tender exercise was advertised on the Governments procurement portal. The advertisement included the specification, contractual terms and conditions and questions for response.

Clarification questions were responded to throughout the process and shared on the portal. Ten applications to provide the service were received ahead of the deadline.

Three members of staff from the OPCC scored the responses based on a price / quality matrix. Lessons learnt from the previous procurement exercise informed us that we needed to increase the quality percentage score. Therefore, quality was scored at 75% with price at 25%.

<b>Winning provider</b>	<b>Quality score</b> <b>75%</b>	<b>Price</b> <b>25%</b>	<b>Total score</b> <b>100%</b>
Working Minds UK	63%	17%	80%

The tender response from Working Minds provided significant assurance that they could meet most of the requirements set out in the specification

Working Minds have been informed that they are the preferred provider and our intent to award. Unsuccessful providers have also been informed with additional feedback provided.

#### **4. Options**

Option 1 - Do nothing - don't fund

There is a concern that if staff don't have access to a therapy service that levels of sickness could increase and that the health and wellbeing of staff will be affected.

Option 2 – Continue with the current provider

The contract with the current provider ends on the 30 June 2025 with no further options to extend.

Option 3 – Link in with police resources

Staff do have access to the wellbeing resources and the Employee Assistance Programme (EAP) through Humberside Police however, there is a concern that the availability could be detrimentally impacted when resources should be prioritised for those working directly for the force.

Options 4 – (Preferred option) Award a 3 year contract to the most advantageous tender (MAT).

Following a competitive tender exercise Working Minds UK were the MAT and should be awarded a 3 year contract.

## **5. Financial Implications**

Consultation with the Deputy Chief Finance Officer has confirmed that there is a budget available of £25,000 per annum.

The tender application from Working Minds confirmed their sessions rate at £70.00 per hour. This is a reduction on the previous hourly rate.

It should be noted that whilst the budget is available it is based on a scenario of all staff accessing the service and therefore extremely unlikely that the full budget will be utilised.

It is understood that some staff are part way through their sessions with the previous provider (Fortis). An agreement has been reached that staff should continue with the sessions until they have reached a natural end.

## **6. Legal Implications**

None identified, providers that were unsuccessful in their application could have challenged the award however there is evidence that a transparent process was followed.

The contractual terms and conditions have previously been agreed by the Head of Legal Services.

## **7. Driver for Change/Contribution to Delivery of the Police and Crime Plan**

Many of the objectives of the Police and Crime Plan are delivered by staff working for the Office of the Police and Crime Commissioner. The service will be useful to help implement the priorities of the Plan.

## **8. Equalities Implications**

This wellbeing measure identifies that all of us need help with our mental health from time to time and aims to have a positive impact on overall physical and mental wellbeing.

## **9. Consultation**

Consultation has been carried out with the leadership and wider staff team who are supportive and understand the need for a therapeutic service.

Additional consultation was carried out with the Deputy Chief Finance Officer and the Data Protection Officer.

## **10. Media information**

Information regarding access to the service should be shared internally. Any publicity / promotion from the provider is to be approved with the OPCC prior to publication.

**11. Background documents**

Tender documentation, including contractual documentation is available on the Governments Find A Tender Service. Additional documents such as scoring, and applications are available (redacted where necessary) on request.

**12. Publication**

Open

**13. DPIA considered**

A DPIA has been discussed with the DPO. The provider has been asked to submit documents ahead of contract signature.