



Prepared for: Harrow Council
Prepared by: Health Assured

Report period: 1 March 2023 - 29 February 2024

Executive Summary

The annualised utilisation for Harrow Council is 8.1%, calculated as counselling and advice calls against employee headcount of 2,100.

A total of 171 calls have been logged within the current reporting period.

- 116 of these were counselling calls.
- Counselling calls account for 67.8% of all calls, sitting below our benchmark of 74.0% by 6.2%
- Low Mood was the most common reason, accounting for 24.1% of overall counselling engagement. This was followed by Anxiety 23.3% and Employment 20.7%

55 of these were advice calls.

Advice calls account for 32.2% of all calls, sitting above our benchmark of 26.0% by 6.2%

Employment was the most common reason, accounting for 43.6% of overall advice engagement. This was followed by Civil 14.5% and Wills & Probate 10.9%

In terms of formal counselling engagement there has been:

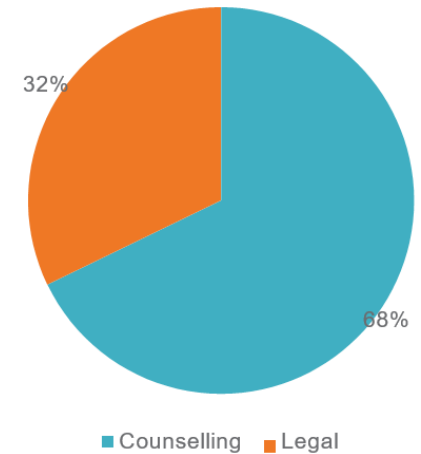
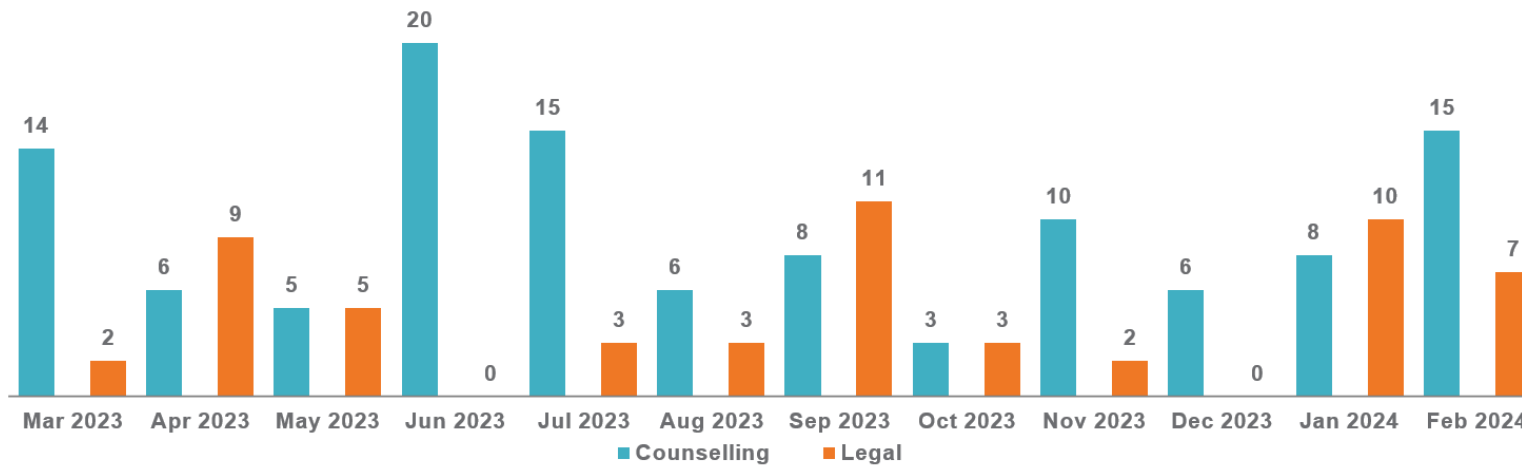
- 1 referrals for face-to-face counselling, with a total of 7 sessions being delivered
- 1 referrals for structured telephone counselling, with a total of 12 sessions being delivered
- 6 referrals for online counselling, with a total of 41 sessions being delivered
- 3 referrals for online CBT counselling, with a total of 8 sessions being delivered

The online portal has received a total of 141 hits within the current reporting period.

Call Summary

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total	Total
Counselling	14	6	5	20	15	6	8	3	10	6	8	15	116	68%
Legal	2	9	5	0	3	3	11	3	2	0	10	7	55	32%
Overall	16	15	10	20	18	9	19	6	12	6	18	22	171	100%

Call Summary



Utilisation Summary

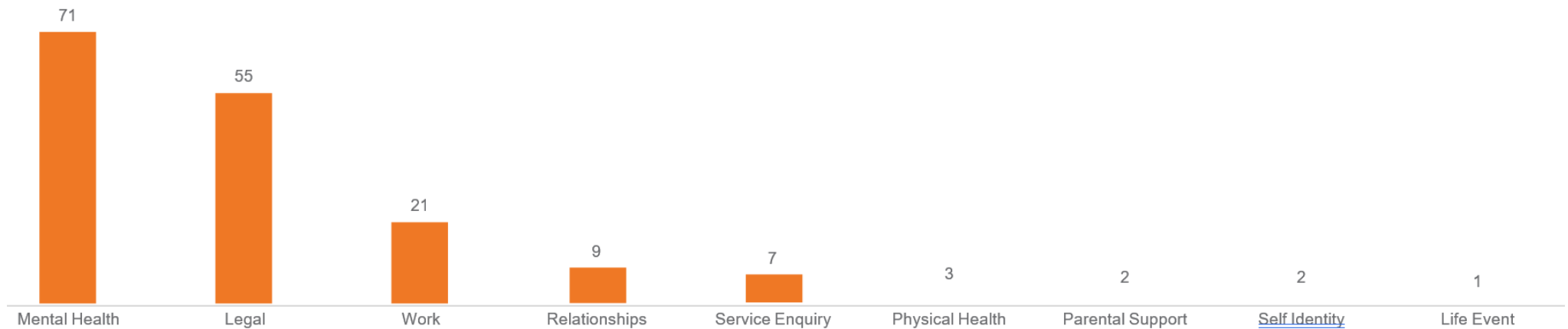
	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total
Counselling calls	14	6	5	20	15	6	8	3	10	6	8	15	116
Legal calls	2	9	5	0	3	3	11	3	2	0	10	7	55
Face to face counselling cases	0	0	0	0	0	0	0	0	0	1	0	0	1
Face to face counselling sessions	0	0	0	0	0	0	0	0	0	1	4	2	7
Telephone counselling cases	0	0	0	1	0	0	0	0	0	0	0	0	1
Telephone counselling sessions	3	2	1	0	3	2	1	0	0	0	0	0	12
Online CBT cases	0	0	0	1	1	1	0	0	0	0	0	0	3
Online CBT sessions	0	0	0	0	0	0	5	2	1	0	0	0	8
Online counselling cases	2	0	0	0	0	0	0	1	0	1	1	1	6
Online counselling sessions	14	4	6	0	0	0	0	0	2	5	5	5	41
Management referral cases	0	0	0	1	0	0	0	0	0	0	0	0	1
Monitored cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Online hits	44	26	27	44	0	0	0	0	0	0	0	0	141

Utilisation Summary



Calls by Category

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total
Mental Health	13	1	2	12	13	1	7	0	5	3	6	8	71
Legal	2	9	5	0	3	3	11	3	2	0	10	7	55
Work	0	5	2	3	0	3	0	2	1	0	1	4	21
Relationships	0	0	0	1	0	1	0	1	3	0	0	3	9
Service Enquiry	1	0	1	0	2	1	1	0	0	0	1	0	7
Physical Health	0	0	0	0	0	0	0	0	0	3	0	0	3
Parental Support	0	0	0	2	0	0	0	0	0	0	0	0	2
Self Identity	0	0	0	2	0	0	0	0	0	0	0	0	2
Life Event	0	0	0	0	0	0	0	0	1	0	0	0	1
Grand Total	16	15	10	20	18	9	19	6	12	6	18	22	171

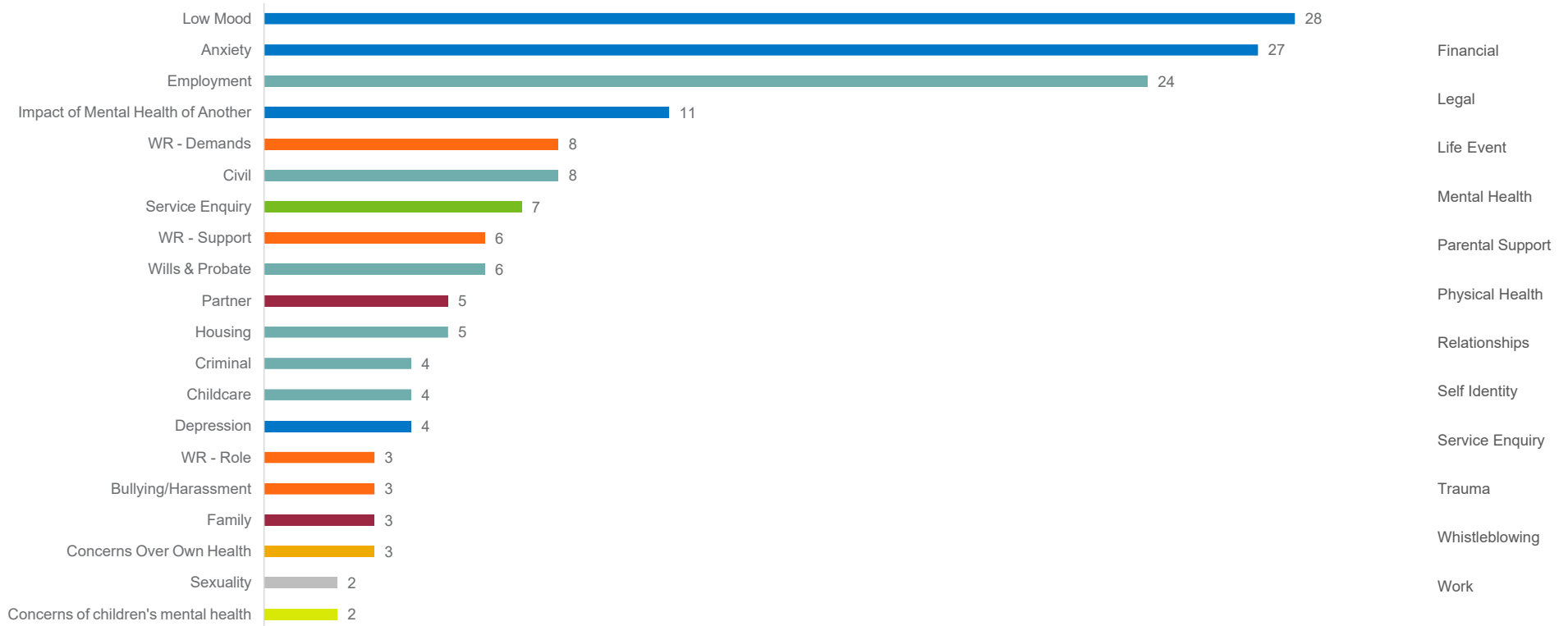
Calls by Category


Top 40 Counselling Call Categories

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total
Low Mood	4	0	2	0	6	1	6	0	5	3	0	1	28
Anxiety	9	0	0	5	3	0	1	0	0	0	6	3	27
Employment	0	3	5	0	2	0	3	0	2	0	5	4	24
Impact of Mental Health of Another	0	0	0	5	2	0	0	0	0	0	0	4	11
WR - Demands	0	2	2	0	0	0	0	0	0	0	1	3	8
Civil	0	0	0	0	0	0	8	0	0	0	0	0	8
Service Enquiry	1	0	1	0	2	1	1	0	0	0	1	0	7
WR - Support	0	3	0	0	0	0	0	2	1	0	0	0	6
Wills & Probate	0	0	0	0	0	0	0	1	0	0	2	3	6
Partner	0	0	0	0	0	0	0	0	3	0	0	2	5
Housing	2	0	0	0	0	2	0	1	0	0	0	0	5
Criminal	0	4	0	0	0	0	0	0	0	0	0	0	4
Childcare	0	0	0	0	0	1	0	1	0	0	2	0	4
Depression	0	0	0	2	2	0	0	0	0	0	0	0	4
WR - Role	0	0	0	3	0	0	0	0	0	0	0	0	3
Bullying/Harassment	0	0	0	0	0	3	0	0	0	0	0	0	3
Family	0	0	0	1	0	0	0	1	0	0	0	1	3
Concerns Over Own Health	0	0	0	0	0	0	0	0	0	3	0	0	3
Sexuality	0	0	0	2	0	0	0	0	0	0	0	0	2
Concerns of children's mental health	0	0	0	2	0	0	0	0	0	0	0	0	2
Personal Injury	0	2	0	0	0	0	0	0	0	0	0	0	2
WR - Change	0	0	0	0	0	0	0	0	0	0	0	1	1
Domestic Abuse	0	0	0	0	0	1	0	0	0	0	0	0	1
Addiction	0	1	0	0	0	0	0	0	0	0	0	0	1
Bereavement	0	0	0	0	0	0	0	0	1	0	0	0	1
Divorce & Separation (Legal)	0	0	0	0	0	0	0	0	0	0	1	0	1
Property	0	0	0	0	1	0	0	0	0	0	0	0	1
Grand Total	16	15	10	20	18	9	19	6	12	6	18	22	171

Top 20 Counselling Call Categories (Graph)

Counselling Call Categories

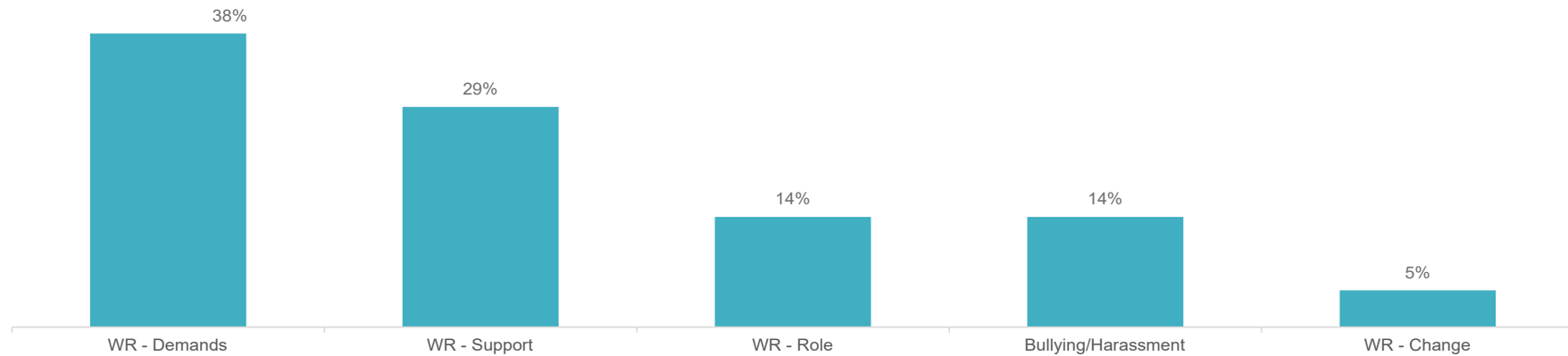


- Financial
- Legal
- Life Event
- Mental Health
- Parental Support
- Physical Health
- Relationships
- Self Identity
- Service Enquiry
- Trauma
- Whistleblowing
- Work

Work Related Calls

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total
WR - Demands	0	2	2	0	0	0	0	0	0	0	1	3	8
WR - Support	0	3	0	0	0	0	0	2	1	0	0	0	6
WR - Role	0	0	0	3	0	0	0	0	0	0	0	0	3
Bullying/Harassment	0	0	0	0	0	3	0	0	0	0	0	0	3
WR - Change	0	0	0	0	0	0	0	0	0	0	0	1	1
Grand Total	0	5	2	3	0	3	0	2	1	0	1	4	21

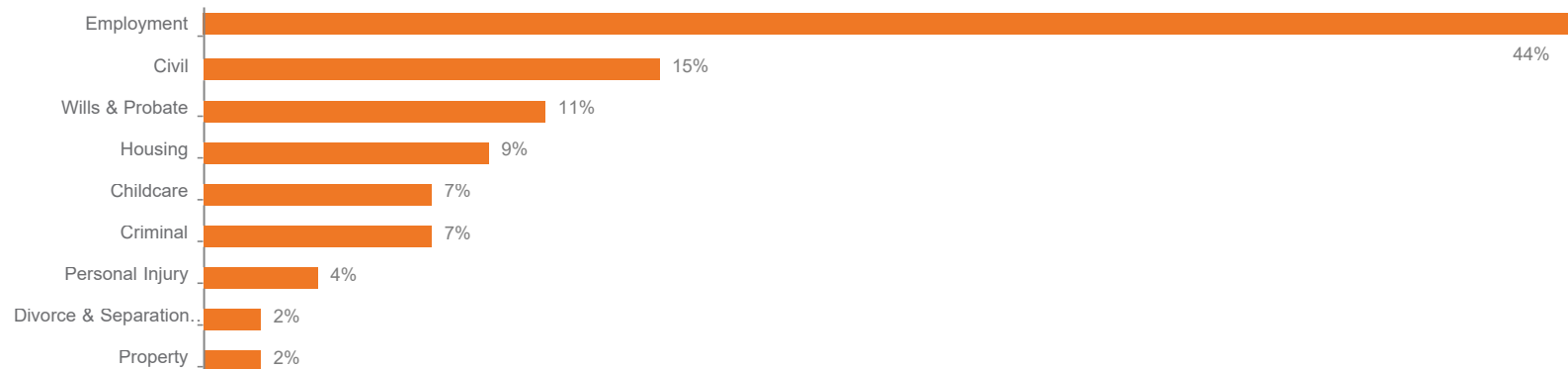
Work Related Calls



Legal Calls by Category

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total
Employment	0	3	5	0	2	0	3	0	2	0	5	4	24
Civil	0	0	0	0	0	0	8	0	0	0	0	0	8
Wills & Probate	0	0	0	0	0	0	0	1	0	0	2	3	6
Housing	2	0	0	0	0	2	0	1	0	0	0	0	5
Childcare	0	0	0	0	0	1	0	1	0	0	2	0	4
Criminal	0	4	0	0	0	0	0	0	0	0	0	0	4
Personal Injury	0	2	0	0	0	0	0	0	0	0	0	0	2
Divorce & Separation (Legal)	0	0	0	0	0	0	0	0	0	0	1	0	1
Property	0	0	0	0	1	0	0	0	0	0	0	0	1
Grand Total	2	9	5	0	3	3	11	3	2	0	10	7	55

Legal Calls



Benchmarking

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Total	Split by %	Benchmarking
Mental Health	13	1	2	12	13	1	7	0	5	3	6	8	71	42%	43%
Legal	2	9	5	0	3	3	11	3	2	0	10	7	55	32%	19%
Work	0	5	2	3	0	3	0	2	1	0	1	4	21	12%	9%
Relationships	0	0	0	1	0	1	0	1	3	0	0	3	9	5%	10%
Service Enquiry	1	0	1	0	2	1	1	0	0	0	1	0	7	4%	7%
Physical Health	0	0	0	0	0	0	0	0	0	3	0	0	3	2%	3%
Parental Support	0	0	0	2	0	0	0	0	0	0	0	0	2	1%	0%
Self Identity	0	0	0	2	0	0	0	0	0	0	0	0	2	1%	0%
Life Event	0	0	0	0	0	0	0	0	1	0	0	0	1	1%	6%
Financial	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	1%
Trauma	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	2%
Whistleblowing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
University Life	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%
Grand Total	16	15	10	20	18	9	19	6	12	6	18	22	171	100%	100%

Benchmarking

