

Equality Analysis

This form enables you to reflect on your proposed activity, and to assess the potential positive and negative impacts it might have on different members of the community. The Equality Analysis is designed to help you ensure your activities are meaningfully considered and not spending your time on an activity that will later need to be changed or disbanded due to not thinking about the practical needs of diverse communities who we are required to protect. If you have any questions about how to complete this Equality Analysis, please read the [Guidance](#) or contact the Equality, Diversity and Inclusivity Team: edi@uwe.ac.uk.

Activity Title: MYNDUP – mental health support for employees

Project Manager and Contact: Catherine Parker, Assistant Director People and OD (Staff Journey) – catherine4.parker@uwe.ac.uk

Proposed activity (change, refresh, policy, process or practice) being analysed

Enter short description of what it is, the objectives and why you are doing it. If you are amending a current activity, what changes are proposed? Please outline the ways that students, staff, visitors or contractors might experience changes in their day to day lives e.g., changes to buildings, working hours, administrative processes.

Proposal:

MYNDUP offer **immediately bookable online sessions including counselling, coaching, therapy at a time to suit the individual** with choice of practitioner from MYNDUPs offering. Each member of staff will have access to up to 4 hours during the trial period. MYNDUP practitioners cover 91 specialisms covering anxiety, depression, bereavement, career change, addiction and many more.

As well as this an **online portal** offering information advice and webinars, similar to our current provider but more accessible and more content. Practitioners are worldwide and accredited in line with local requirements to the country they practice in.

Wider benefits include an online platform, with 24/7 bookable sessions available in 19 languages, education content and trending topics, free access to quarterly mental health webinars, optional events on mental wellness and topics such as parenting or leadership at an extra cost. The MYNDUP portal is UK based.

Our proposal is to work with MYNDUP to offer a trial add on service to support staff during this time, particularly with the advancement of ETOM/Transformation and pay cost management.

The current EAP will remain in place for staff to use throughout the trial period.

UWE will be re tendering for EAP and Occupational Therapy (OT) services in Autumn 2024.

What will change?

Employees will get quick, same day access to 1-1 virtual mental health sessions with therapists, counsellors and coaches. The service provides 24/7 support in 19 languages thus improving our inclusivity as well as free access to webinars and online topics.

It is different to a usual EAP as it is not a triaged service, staff can access the platform and book themselves on to sessions at a time that suits them.

Why are we making this proposal:

This proposal will bolster our current provision and will provide staff the opportunity to access services without the need for triaging.

As UWE progresses through ETOM/ Transformation and pay cost management, MYNDUP will broaden the support services available to staff.

MYNDUP aims to give staff ownership over the support they receive by choosing their own experts and their own style of support such as therapy, counselling, life coaching, mindfulness, career coaching and meditation.

EAP can also be used by staff for a broad range of challenges and the service will provide support in triaging and recommending support for the member of staff.

We hope that this increase in provision will ensure staff have the type of support available at the time they need it, supporting our strategic priority for Staff health and wellbeing.

What sources of information/ data, or who have you identified to help explore potential equalities impacts?

Examples include: External or Sector data/research, Staffing Statistics, Student or Staff Networks, specific stakeholders.

- Desk research of platform
- Assurances from provider
- Trade Unions
- UWE staff networks
- EDI team
- Data and insights from current EAP provision usage

Assessing the activity from different perspectives

Might your proposal impact people who identify with the protected groups below in the following contexts?

- Access to or participation in UWE Bristol Faculties or Professional Services?
- Student experience, attainment or withdrawal?
- Staff experience, representation, or progression?

Explain why you have made that assessment and plan your response.

Action Planning: how will you mitigate negative and maximise positive outcomes?

Please feed information from this action plan to your activity's own planning documents e.g., action plans, risk registers, benefits map

	Possible Positive Impact on Groups Include relevant data if possible	Possible Negative Impact on Groups Include relevant data if possible	Actions Required	Responsible person	Target date	Success indicators	Progress to date
All (possible impacts affecting many groups)	Provides staff proactive choice, with access to same day support and choice of practitioner. 24/7 365 access to service	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	Confusion between whether to use EAP/MYNDUP - expansion of range of support services resulting in overwhelm and additional stress	Clear comms providing information and signposting for staff on the options with examples. Internal training and awareness within People and OD regarding offering	Internal comms Assistant Director People and OD - Staff Journey	24 th July 2024	Comms published and viewed by staff MYNDUP data insights	Ongoing. Copy available on MYNDUP intranet page: MYNDUP provide staff support services alongside the existing Employee Assistance Programme (EAP) service. Where to go for mental health support: If you need to speak with someone straight away, please reach out to the EAP helpline . The service is available 24/7, is completely confidential and delivers a

						<p>service that provides help, guidance and access to trained professionals. If you do not know what you need help with, EAP can help guide you towards the resources, or professional, that is best suited to help you. EAP can also offer legal advice.</p> <p>If you want to have a session about something specific, and know what you'd like to have help with, please visit MYNDUP. With MYNDUP, you can book a session with a practitioner of your choice, about a topic of your choice and speak with a professional within 12 hours. MYNDUP offers a large variety of coaches, counsellors and therapists that specialise in over 90 different specialities. The support MYNDUP offers is completely anonymous and confidential. Nothing you access on the MYNDUP platform will ever be relayed to UWE, or to the MYNDUP team.</p>
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							<p>MYNDUP also hosts a wide variety of content. Via the MYNDUP wellbeing library, you can access blogs, articles, webinars, videos and self-help booklets. It's a great place to go if you'd like wellbeing advice, for either yourself or others.</p> <p>In addition MYNDUP are providing a graphic displaying explaining the difference between EAP and MYNDUP which will be added to the intranet page.</p>
	<p>The MYNDUP portal operates through a UWE specific URL which can be accessed through any device as long as the user have internet access. UWE staff do not have to use through their work computer. This will have benefits for non desk based staff, disabled staff, those observing faith, pregnant staff, those returning from long periods of leave, new parents, trans staff.</p>	n/a	<p>We will work with Unite and relevant managers to ensure that staff are aware of the platform and how to access.</p>	<p>Assistant Director People and OD - Staff Journey</p>	<p>Prior to launch</p>		<p>Posters being prepared with QR code and will be circulated via Pilar (E&F) and Unite.</p>

	MYNDUP provide posters / QR codes to display visual details on how to access the platform to ensure all staff have opportunity to engage with MYNDUP						
	n/a	<p>Bookable online sessions service limited to 4 hours per person, staff can purchase additional hours/request additional hours from UWE.</p> <p>If staff wish to purchase additional sessions there is a 20% family and friends discount available. The cost is approx. £80 per session.</p>	Usage data will be monitored throughout the trial.	Assistant Director People and OD - Staff Journey	June – Nov 2024		Ongoing

	<p>MYNDUP have confidentiality policies in place. No information from sessions is shared with MYNDUP or UWE as the employer. Details from sessions are stored securely. The only occasions where information may be shared is if the practitioner feels there is risk to the client or another person.</p>	<p>Staff may have concerns around confidentiality</p>	<p>As with EAP, MYNDUP is a confidential service, this will be communicated through comms and is reiterated by practitioners</p>	<p>Internal Comms Assistant Director People and OD - Staff Journey</p>	<p>Comms from June to Nov 2024</p>		<p>Complete and ongoing</p>
	<p>n/a</p>	<p>Trust will need to be built between staff and the MYNDUP provider.</p>	<p>MYNDUP are attending engagement sessions to demo the platform, comms support is provided. This includes staff networks, university wide webinar which is recorded and will be shared. MYNDUP are engaging with the Trade Unions.</p> <p>UWE staff are able to provide feedback to</p>	<p>Internal comms Assistant Director People and OD - Staff Journey</p>	<p>From May – Nov 2024</p>		<p>Complete. Attended TU meetings, shared at H&WSG, DSN group, Staff Network meeting on 26 June, webinar booked for 2 July to all UWE staff, will be shared in weekly news on 1 July.</p>

			<p>hello@MYNDUP.com. Any feedback provided is treated anonymously.</p> <p>MYNDUP will feature in UWE's standard reporting mechanisms internally at UWE including reporting to the Health and Wellbeing Strategy Group and the Trade Unions.</p>				
	n/a	<p>MYNDUP platform is not available for staff members dependents.</p> <p>UWE staff can use the 20% family and friends discounts to purchase sessions for dependants.</p>	Clear comms that MYNDUP is for UWE staff members only.	Internal comms	Prior to launch		Complete

	n/a	Safeguarding reassurances are required from MYNDUP.	Assurances to be sought from provider	Assistant Director People and OD - Staff Journey	Complete		Response from MYNDUP 20/05/24 ‘All of our practitioners are well versed on referrals both in private practice and additionally MYNDUP provides a list of global resources. By virtue of the ethical frameworks of their regulatory bodies they also adhere to safeguarding duties and management of private information of their users.’
	<p>MYNDUP practitioner stats:</p> <p>55K employees across 60 countries.</p> <p>8% of practitioners specialise in supporting LGBTQ+ communities</p> <p>19% specialise in neurodiversity</p> <p>21% of practitioners are from ethnic minority groups</p> <p>18 languages are spoken</p>	MYNDUP practitioners are not trained in Equity Diversity and Inclusivity Awareness	Assurances sought MYNDUP	Assistant Director People and OD - Staff Journey	Complete		Response from MYNDUP 20/05/24 ‘Our practitioners are all independently qualified and registered and run their own private practices and this includes ongoing CPD and supervision - we do not at this time offer additional training via MYNDUP. At the recruitment and interview stage we do clarify their approach and experience with EDI to ensure it meets our expectations e.g inclusive language. We also strive to have a diverse range of practitioners available on the site so that individuals can

							make choices that reflect their lived experience.'
		Staff access MYNDUP through their uwe email address. This may cause concern to staff around confidentiality including visibility of appointments in calendars	Assurances sought MYNDUP	Assistant Director People and OD - Staff Journey	Complete		Response from MYNDUP 21/05/2024 'Staff are only required to use their work email to access the wellbeing library section of the platform. To book 1 to 1 session, whilst we recommend, they use their UWE email, they are able to use personal emails. Staff are only required to register their work email when first accessing the wellbeing library. This is solely so they do not need to enter a password when logging on. Instead, they are sent a verification code each time to their email.'
Age (older people, younger people)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Disability , including mental health and	UWE is increasing provision to support disabled staff through this trial.	MYNDUP does not comply with UWE	n/a	n/a	6 th June	n/a	Complete. MYNDUP technical support have provided the below responses to testing against UWE requirements for accessibility:

<p>non-visible disabilities</p>	<p>For staff who are aware of their mental health requirements, they can directly access support immediately without requirement for triaging. This reduces the number of times that staff are required to explain their story and access proactive support more quickly.</p>	<p>requirements for accessibility</p>					<p>Windows:</p> <ul style="list-style-type: none"> - Microsoft Narrator (built-in screen reader) - Read Aloud and Immersive - Reader in Microsoft Edge browser if it's a web-based application - JAWS (screen reader) - Dragon voice recognition - Windows Magnifier (built-in magnification) - Changing screen colours in Windows - Read and Write (text to speech software) <p>Mac:</p> <ul style="list-style-type: none"> - VoiceOver (built in screen reader) - Read Aloud and Immersive Reader in Microsoft Edge Browser - Spoken Content (built in text to speech) - Dictation / Voice Control (built in voice recognition) The only 3rd party voice recognition software on Mac is something
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							<p>called TalkType ("unable to find this specific tools and other tools needed subscriptions")</p> <ul style="list-style-type: none"> - Zoom (built-in Magnifier) - Colour Filters / screen inversion. - Read and Write Mac (text to speech software) <p>iPhone / iPad:</p> <ul style="list-style-type: none"> - VoiceOver (built in screen reader) - Spoken Content (built in text to speech) - Dictation / Voice Control (built in voice recognition) - Zoom (built-in Magnifier) - Colour Filters / screen inversion <p>Android</p> <ul style="list-style-type: none"> - TalkBack (built in screen reader) - Select to speak (built in text to speech) - Contrast and colour - Voice Access - Magnification
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	MYNDUP offer British Sign Language (BSL)	BSL is not available with international therapists.	Check in with provider around BSL/sign language offering.	Assistant Director People and OD - Staff Journey	Complete		Response from MYNDUP 20/05/24 'MYNDUP have one UK based practitioner offering sign language but would increase capacity according to need / requirements.'
	n/a	Unsure as to whether the portal is compatible assistive technology and with speech recognition software.	Assurances from provider Martyn Hoskins to meet with relevant MYNDUP colleague to discuss accessibility.	Assistant Director People and OD - Staff Journey	Prior to launch		Complete, see above. MYNDUP technical support are currently testing their system against UWE requirements for accessibility.
	All UWE staff are able to contact hello@MYNDUP.com for customer service support using the platform	Unsure as to the level of customer service support available for staff in navigation of the platform to support	Assurances from provider Martyn Hoskins to meet with relevant MYNDUP colleague to discuss accessibility.	Assistant Director People and OD - Staff Journey	Prior to launch		Complete. Response from Myndup 20/05/24 'Our experienced customer support team is available to support any user queries via phone or email. For 2023, we had a first response time of less than 1 hour and our full resolution average for the same period is under 2

		those with accessibility requirements					hours. On weekends and public holidays, we operate a reduced service whilst still offering a maximum response time of 12 hours.'
Women and men	Women may be more likely to access and engage with the service	n/a	n/a	n/a	n/a	n/a	n/a
	n/a	Men may be less likely to access and engage with the service	Assurances from provider of balance in practitioner gender Monitor data and service usage. Run campaigns directly for males.	Assistant Director People and OD - Staff Journey	June – Nov 2024		Complete and ongoing. Response from MYNDUP 20/05/24 '85% of MYNDUPs practitioners identify as female. 15% of MYNDUP practitioners identify as male.' The Dentons proposal has some good data for this - the 85/15 female/male balance does reflect BACP membership which fluctuates around 74% of members are female and 24% male (two per cent preferred not to say)'
Trans and non-binary people, including gender	Refer to 'impacts on all' above	n/a	n/a	n/a	n/a	n/a	n/a

reassignment							
Pregnancy and/or maternity, including Adoption	MYNDUP is available for staff on maternity/paternity/adoption leave	n/a	n/a	n/a	n/a	n/a	n/a
Race, including ethnicity and citizenship	Practitioners are globally based and staff can choose who they wish to work with, this will enable staff to work with a culturally appropriate practitioner.	n/a	n/a	n/a	n/a	n/a	n/a
Religion and/or belief, including those without religion and/or belief	Staff can access support 24/7 regardless of religious holidays taking place which can limit access to service.	n/a	n/a	n/a	n/a	n/a	n/a
Sexual orientation	Refer to 'impacts on all' above	n/a	n/a	n/a	n/a	n/a	n/a
Other specific group	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Project manager next steps

Does this Equality Analysis require consultation of 3 or 6 weeks ([chart to help you decide](#)) 3 weeks

Is further monitoring or engagement required? (In addition to the formal Equality Analysis consultation, e.g., with the Students' Union, Disability Services, relevant staff groups) Demo of platform with staff networks and wider staff

What measure / statistic / data will you use to check if the activity has had a positive, negative, or neutral outcome?

When will you review this Equality Analysis? Enter date or project stage suitable to the proposal: Post consultation

Equality, Diversity, and Inclusivity Team Review

The EDI Team has reviewed this Equality Analysis and is satisfied that it is ready for formal consultation

EDI representative: Vicky Swinerd

Date: 23 May 2024

Faculty/Service/Departmental Sign off

I am satisfied with the results from investigation, consultation, and analysis. The progression of this EA will continue to throughout the activity/project and I will ensure that a review is undertaken following the final implementation of the proposal, to assess its actual impact. Any actions or feedback that results as a consequence of ongoing project changes will be monitored and incorporated within the stated processes. Any negative outcomes will be resolved with the appropriate stakeholders identified.

Faculty Dean/ Head of Department/ Head of Service: Catherine Parker, Assistant Director People and OD (Staff Journey)

Faculty/ Department/ Service: People and OD

Date: 1 July 2024

So what?

Consultation and engagement feedback is extremely important in Equality Analysis. Listening to student and staff voices and acting on their feedback mean that activities become fit for purpose for diverse student and staff communities. Complete the 'You Said, We Did' table **before and after formal consultation**, and throughout the remaining lifetime of your activity to show the impact of feedback on your activity. The Equality and Diversity Unit will be in touch to gather examples of this feedback to share with equality stakeholders. Please add additional rows to the table as required.

You said	We did
Is the intention to replace current provision with MYNDUP after this trial period? The re-tendering process in autumn will likely need to include a significant cost saving?	The intention is to re tender our whole wellbeing provision in Autumn 2024. Whilst cost saving needs to be found, UWE always balance our risk register against cost and if we can see good impact from this service the University may agree to continue.
Triage is a very important part of clinical assessment / assessment of need / appropriateness of intervention – how will clinical risk etc be assessed / mitigated by MYNDUP given there is “no triage”?	Response from MYNDUP: While triage is definitely an important part of clinical assessment and ensuring the delivery of appropriate interventions, MYNDUP has deliberately chosen not to utilise this mode of delivery. Our underlying premise is that individuals benefit from access to a fast, easy to use and broad offering of coaches, counsellors and therapists that they can choose themselves. Our commitment is to offer a trusted and skilled cohort of practitioners from which users can select the most appropriate resource. The 30 min sessions also allow for chemistry sessions and opportunities to assess various methodologies. Additionally, our practitioners assess needs within sessions they hold and can refer employees to a different practitioner if they believe this would be beneficial.

	<p>Lastly, our user and practitioner success team are available to offer guidance and recommendations on selecting the right practitioner. Employees simply need to email hello@MYNDUP.com and one of the team will support them in finding practitioners that best suit their needs.</p>
<p>What clinical / mental health expertise was utilised in choosing MYNDUP as a potential provider?</p>	<p>With any procurement of services, we carry out careful due diligence with support from procurement policy, IT policy, contracts policy including legal counsel oversight. We based our search on insights gathered from other institutions and sector leading providers recommended to us. We assessed several providers and have procured this as a trial service. We support staff mental wellbeing from an employment and Human Resource perspective not a clinical perspective (unlike student support) and therefore will review the service as part of the trial. Should we need to retender we will assess what expertise will be required to formalise any ongoing arrangement.</p>
<p>4 hours support over 6 months seems quite restrictive</p>	<p>This is based on MYNDUP algorithms of comparable client's usage. If MYNDUP practitioners feel you need more sessions, they can contact People and OD to recommend additional sessions. This is a pilot, and we encourage staff who feel they need more hours to feedback to hr@uwe.ac.uk</p> <p>MYNDUP is being introduced in addition to support available through the EAP and is a starting offer and is not designed to replace support available through the NHS.</p>
<p>£80 per session (payable by staff) is disproportionately high in comparison to a lot of private practitioners in UK</p>	<p>Benchmarking has been conducted. Avon Health Partnership charge £75 per counselling session. Private counselling ranges from £60 to £150 per hour.</p>
<p>MYNDUP appear to be a “broker” rather than a service – what consideration of the risks of this has been made?</p>	<p>Response from MYNDUP:</p> <p>All our practitioners are governed by their regulatory body and abide by strict frameworks. Their professional livelihood is dependent on their personal risk</p>

	<p>management, and sticking to those frameworks. In having these individual obligations, the risks to MYNDUP have been clearly considered and acting as a "broker" in this way minimises as much risk of practice as possible.</p> <p>The regulatory bodies include BACP, HSF, BABCP, ICF, PCC and ACC.</p>
<p>Safeguarding - would be interested in seeing the policies & procedures MYNDUP have in place? How will non-UK practitioners deal with high clinical risk / refer to UK mental health crisis teams etc?</p>	<p>Response from MYNDUP:</p> <p>For at risk clients our baseline requirement of practitioners is that they work within the ethical frameworks of their accredited body. For practitioners with global clients, we utilise the free 24/7 helpline Find a Helpline for available resources in each country we currently have clients based in.</p> <p>For the few global practitioners who have been chosen by UK clients, we provide a direct support line for our practitioners to contact us, should they need support with referrals etc.</p> <p>We also have a team of Practitioners who have specific training around suicidal ideation intervention and can call upon them should it be needed.</p>
<p>How is practitioner performance monitored?</p>	<p>Response from MYNDUP:</p> <p>We predominantly monitor practitioner performance via user feedback following sessions (currently 4.9/5 overall satisfaction with practitioner), feedback from Clients and in conversations with practitioners around cases that may be more complex or require extra support. We also hold regular reviews with practitioners where feedback is discussed in detail, as well as other metrics such as number of clients, repeat client rate etc. We have a strong internal channel for peer support which we actively monitor and participate in. All practitioners are also contractually obligated to be in private supervision.</p>

	We will also in the 3rd quarter be offering peer supervision sessions and running sessions around key subjects for further education and engagement of practitioners.
What ethical frameworks are adhered to by non-UK practitioners?	Response from MYNDUP: All practitioners adhere to the ethical frameworks of their registered governing body. Outside of BACP we have practitioners who are registered with UKCP, NCS, NCPS, and CAP.
How are practitioners & their work insured? To what level are practitioners insured?	Response from MYNDUP: Contractually all practitioners are required to be insured for a minimum of £1 million public liability/indemnity insurance to work with clients globally. In some rare occasions where practitioners are unable to acquire personal insurance due to specific country norms, we inform our own insurance to make sure they are covered by our own insurance.
“UWE is increasing provision to support disabled staff.” Should this not state “temporarily”?	Noted, have amended to say ‘through this trial’ to make that clear.
“For staff who are aware of their mental health requirements, they can directly access support immediately without requirement for triaging. This reduces the number of times that staff are required to explain their story and access proactive support more quickly.” Clarification required on this – what happens if mental health needs are “too complex” (which is my experience of current provider)	Response from MYNDUP: That has not been an issue we have experienced and we are proud of our extensive catalogue of practitioners who are able to provide a full spectrum of support. Our practitioners will seek to refer clients to other specialists within our platform if their skills or experience is not the right fit; however we find users are very competent in selecting appropriately for their specific needs in most cases.

	<p>The primary issue with “complex” support is the need for longer term or more regular support than a clients allowance allows - in these cases we request permission to engage with HR to offer the required additional support.</p>
<p>Those with protected characteristics e.g. LGBT+ & disability may not be recognised / supported in some cultures – how is this dealt with by MYNDUP?</p>	<p>Response from MYNDUP:</p> <p>Our relevant practitioners are able to support all those with protected characteristics who wish to use the platform within confidential sessions.</p> <p>(Our platform allows us to switch off content that might be at odds with country specific laws and legislation.)</p>
<p>Are practitioners paying to be on the MYNDUP platform?</p>	<p>No, practitioners do not pay to be on the MYNDUP platform.</p>
<p>How are practitioners recruited?</p>	<p>Response from MYNDUP:</p> <p>Our practitioners have to pass a rigorous 4 stage vetting process.</p> <p>Step 1:We have an initial video conversation to determine suitability, industry expertise, attitude, delivery style, and culture fit.</p> <p>Step 2:Then all certificates, qualifications, and professional accredited bodies are checked. We only accept gold standard accreditations.</p> <p>Step 3:We then check previous client testimonials and references.</p> <p>Step 4:The final stage is a comprehensive face-to-face interview, conducted by our head practitioners.</p> <p>If the practitioner is successful, we have 'secret shoppers', that have sessions</p>

	<p>and give us detailed feedback on their experience with their practitioner. We then relay this back to the practitioner to help them always improve.</p>
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MYNDUP recruit on a needs must basis, and only recruit the number of practitioners that are needed. Practitioners are onboarded based on client's needs, for example if a particular language was required.

Interviews are carried out with practitioner team and then with the Head of Practice, only 0.5% of applications are accepted through their process.

Please forward an electronic copy to the EDI Team by emailing edi@uwe.ac.uk

The original signed hard copy and/or electronic copy should be kept with your team for actions, review, and progression of Freedom of Information requests.

