PAM Assist - Employee Assistance Programme

**The Employee Assistance Programme (EAP), provided by PAM Assist, is a free confidential support service. The service is staffed by experienced and professional advisors who are there 24 hours a day to answer your call. The Employee Assistance Programme is available to all Nottingham City Council employees.**

The Employee Assistance Programme provided through PAM Assist is a free, confidential service that can offer you personal support whenever you require it. As well as providing all colleagues with around-the-clock telephone support, colleagues can also arrange six **face-to-face** counselling sessions or**four CBT sessions** whenever you need that additional support.

Nottingham City Council Employees Counselling Service is Inclusive of sexual orientation and gender identity issues. It's all about Safe, confidential and professional help.

PAM Assist is available 24 hours a day 365 days a year on Freephone **0800 882 4102** or [www.pamassist.co.uk](http://www.pamassist.co.uk/). You will need 'login' details to access the online services. A username and password will be required as follows:

Username: Nottingham  
Password: Council

PAM Assist is also available as an app, on Android or iphones.

Managers can also contact the Freephone number for advice on supporting colleagues. If employees need support accessing the service, managers can refer colleagues on the individual's behalf using the [PAM Assist Referral Form](http://intranet.nottinghamcity.gov.uk/media/5987/eap-free-service-formal-referral-form-blank.doc) and sending it to [counselling@pamassist.co.uk](mailto:counselling@pamassist.co.uk).

Through PAM Assist you will have access to clinical and professional expertise which gives you a chance to talk about all kinds of work and personal issues. These might include:

* debt advice
* relationships
* managing money
* stress management
* moving house
* health advice
* work issues
* domestic abuse
* drug / alcohol addiction
* family care or bereavement.

Your call will be answered by a counsellor, who you can talk to about any issues causing you concern.

If you need to access one of the specialist services (i.e. legal guidance, financial or debt advice, consumer rights information), the counsellor will put you through to them. These specialist services are available during office hours.

You don't have to tell anyone that you are contacting PAM Assist. The service is completely confidential. PAM Assist counsellors are bound to confidentiality by a code of ethics. When you call, the only personal information you need to give is confirmation that you work for Nottingham City Council.

PAM Assist have now launched their own app, PAM Assist - EAP Everywhere. It has a range of information and support to assist you, such as:

* Web chat to PAM Assist Counsellors
* Appointment Scheduler
* Access to Information on line
* Health & Wellbeing Newsletters
* Compass Magazine
* PAM Health Manager
* PAM Medicine Chest
* Online Feedback

The app can be downloaded on Apple and Android phones. Just search for PAM Assist in the app store to download, or use the following QR codes:

[](http://intranet.nottinghamcity.gov.uk/media/4188/pam-assist-eap-everywhere-poster.png)