**Clarification Questions and Responses**

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| **No** | **Date** | **Question** | **Response** |
| 1. | 02/05/2025 | Will you accept a digital only offering for this service? | Sessions should be delivered in person, however the chosen supplier will also offer alternative methods of delivery such as virtual (on line) or via telephone in extreme external circumstances.  In addition, the provider will need to ensure that staff living in the Humberside Police region i.e., East Riding of Yorkshire, Hull, North Lincolnshire, and North East Lincolnshire can easily access the service |
| 2. | 09/05/2025 | Are there any TUPE arrangements for any existing staff delivering the service | There are to TUPE implications |
| 3. | 09/05/2025 | Could you please clarify, you are expecting in the region of 35 referrals over three years? | There are currently 35 members of staff that could access the service.  However, the reality is that it will be a much smaller number that require access to the service over the three years. |
| 4. | 09/05/2025 | It states 35 members of staff. Is this likely to increase and if so, do you have an estimated headcount please | There are currently 35 members of staff that could access the service at anyone time.   The number of staff is unlikely to increase.  It would be unusual for all staff to require access the service at the same time. |

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| 5. | 09/05/2025 | Are you able to provide the following  Calls – split by counselling and legal  Live chat engagement  Referral for formal therapy / counselling  Counselling sessions – split by structured telephone, video and face-to-face counselling  Online CBT (cCBT) – cases and sessions if known | The majority of referrals have resulted in therapy / counselling in person – face to face.   Due to the confidential nature of the service, we have not asked the current provider to categorise the different therapies offered. |
| 6. | 22/05/2025 | Can you confirm if contract amendments are permitted, or if the terms are to be agreed to without the suggestion of amendments? | Suggested amendments could be made to the contract prior to mutual agreement between both parties. |
| 7. | 22/05/2025 | How many sessions of each therapeutic intervention have been delivered to your 35 staff in the last year / contract period? | Within a 12 month period, the sessions delivered have not exceeded 70. |
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