Employee Assistance Programme (EAP)

Our EAP is staffed by a team of highly trained and qualified professionals who are experts in fields such as well-being, family matters, relationships, debt management, workplace issues, consumer rights and much more. You can be confident that the information you receive is accurate, up-to-date and relevant to your particular circumstances.

- The service is available 24 hours a day, 7 days a week, 365 days a year
- It is accessible by phone and website
- There is no cost to you
- They can help with any work, personal or family issues through short-term counselling, information, resources and referrals to services
- It is confidential and independent – PACE is not made aware if you contact the EAP.
- There is no limit to the number of issues you can gain support on
- Support is also available on the EAP website including:
- An extensive range of articles, tips, links and searchable databases
- Instant messaging with an information specialist/counsellor
- Online Seminar Events – new events and recorded
- Financial Centre with the best financial tools and content in one convenient place

Contact details

Freephone 0800 243 458

Website: http://www.eapdirect.co.uk

- User Name: londonyouth
- Password: member

Please also refer to the equalities, diversity and inclusion, and bullying and harassment policies.