

Comprehensive wellbeing support to keep employees well and in work

Early engagement keeps people healthy, supported and productive, exactly the preventative approach the Keep Britain Working report calls for.



Fast access to support

Spark is reaching more employees than ever – giving them fast access to health, wellbeing and clinical support.

Over 31,000

interactions with employees were supported by qualified counsellors from the start through our Employee Assistance Programme (EAP)

Over 11,500

counselling sessions were delivered. Where relevant, for employees covered by our group income protection, they could be supported by up to eight structured counselling sessions.

9 second

response time to calls providing the reassurance employees need.

Early intervention

Since the launch of Spark in 2025, there has been an increase in use whilst at work.

26% increase in 'in work' EAP engagement.

Employees using our EAP, provided their employers with a:

26% reduction in presenteeism

24% reduction in absenteeism and workplace distress

Employees have benefited from:

24% increase in life satisfaction.

16% increase in work engagement.

High quality engagement

63,399

Employees have explored multiple tools on Spark and are returning for ongoing support – increasing engagement. Total visits (June–August)

18,557

came back to use Spark within a 3 month period.

74% growth in our digital gym engagement - helping employees to manage their physical wellbeing.



Conditions we're supporting

Real-life challenges affect performance and presence at work and employees are actively seeking support through our EAP in the following conditions.

Conditions:



Anxiety



Low mood



Relationships



Stress

L&G's Spark app and platform is widening access to preventative health support – helping employees stay well and stay working.

[Find out more](#)