

Civil Service Employee Assistance Service (CSEAS)

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service

2016 Feedback Survey Summary Report

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Introduction



The CSEAS would like to thank all those who took the time to complete our recent feedback survey. We would also like to thank HR Divisions in Departments and Offices across the Civil Service for circulating the survey to civil servants. The data collated is valuable to the CSEAS and will help us to strengthen our engagement with you. The data, comments and suggestions received will inform our current and future communications strategy and service delivery.

Purpose of the 2016 Survey

To:

- Ascertain levels of awareness of the CSEAS and supports available from the Service
- Invite feedback on the effectiveness of CSEAS communications and CSEAS service delivery
- Gauge managers' awareness of how the CSEAS can support them in managing staff wellbeing issues
- Conduct a comparative analysis with a similar survey carried out in 2013



Highlights of Comparative Analysis of 2016/2013 CSEAS Feedback Surveys

	2016	2013	
Total Responses	5,750	4,647	24% ↑
Respondents as a % of serving staff	18%	15%	3% ↑
% of respondents aware of CSEAS	88%	86%	2% ↑
% of respondents not aware of the CSEAS, who would like to know	90%	Not asked	
% of respondents aware of the CSEAS, who would use the Service	80%	84%	4% ↓
% of respondents aware of the CSEAS, who would recommend it to a colleague	93%	Not asked	
How informative were the various channels of CSEAS communications	85% - 93% Informative/very informative Not directly comparable with 2013		
% of respondents who had availed of the CSEAS	19%	14%	5% ↑
Of those who had used the Service, % who would use it again	87%	87%	↔
Of those who had used the Service, % who found it effective	89%	Not directly comparable with 2013	

	Line Managers	2016	2013	
Total Line Manager Responses		2,042	1,596	↑
Line Managers as a % of total respondents		29%	38%	↓
% of Line Managers who are aware of the options for using the CSEAS	Consultation	60%	54%	6%
	Suggested Referral	78%	71%	7%
	Formal Referral	51%	45%	6%
% of Line Managers who have used the CSEAS	Consultation	23%	19%	4%
	Suggested Referral	30%	23%	7%
	Formal Referral	9%	7%	2%
% of Line Managers who found the CSEAS beneficial for themselves	65% - Yes 25% don't know Not directly comparable with 2013			
% of Line Managers who found the CSEAS beneficial for staff member	54% - Yes 38% don't know Not directly comparable with 2013			

Your Comments and Feedback

Thank you for your very valuable comments and suggestions. Over 1200 of you provided very useful feedback which is important to us. It will assist in forward planning our communications strategy and service delivery. The following is a summary of the main recurring observations.

You suggested the following

More information and advertising on the CSEAS

- Provide more general information on the CSEAS
- Provide information on supports available from the CSEAS
- Engage in more regular communication e.g. email circulations
- Make CSEAS information available at Induction Courses
- Use case studies to provide examples of how the CSEAS works
- Use Posters/Notice Boards/Contact Card
- Publish a Newsletter
- Develop a user friendly website

Increased CSEAS visibility on the ground

- Greater presence in Departments/Offices
- More visits by Employee Assistance Officers (EAOs) to regional centres
- Deliver more presentations on CSEAS and wellbeing topics
- CSEAS presence at Induction events
- Visibility on Departmental Websites and Portals
- Greater advertising on how to contact CSEAS

More information on supports available to line managers

- Generate more awareness of supports available from CSEAS for managers
- Guidelines for managers on certain issues e.g. how to support a bereaved member of staff, understanding of mental health issues, how to create a good working environment, how to suggest CSEAS availability to a staff member

More information on Wellbeing topics such as...

- Dignity at Work including bullying and harassment
- Stress and Wellbeing
- Mediation
- Conflict resolution

- Bereavement
- Coping with disability
- Managing change
- Achieving work/life balance
- Planning for retirement

Some additional issues raised

- Reassurance on confidentiality
- Perceived stigma of using the CSEAS
- Effect of the restructure of the CSEAS
- Remit of the CSEAS
- Frustration with the limitations of CSEAS role

* Individual comments are not published so as to maintain the confidentiality of the survey respondents

Action Plan Summary



Strengthen CSEAS Communications



Refine the CSEAS communications strategy to include respondents' suggestions to the CSEAS survey e.g. newsletter, email circulations, posters and increased promotion of CSEAS generally

Seek more opportunities to deliver presentations and information sessions across the Civil Service

Review the CSEAS website

Build on Staff and Line Manager Engagement



Seek more opportunities to highlight how the CSEAS can support Line Managers

Continue CSEAS engagement with all stakeholders e.g. presence at Union Conferences, Induction sessions for new entrants, HR Division contact etc.

Strengthen CSEAS on-the-ground visibility

Seek to increase CSEAS visibility on Departmental intranets and portals

Manage Service User Expectations



Take every opportunity to outline the role of CSEAS

Education on the remit of CSEAS when delivering presentations etc...

Outline CSEAS role and explain boundaries to one-to-one service users

Include "Role of CSEAS" in future CSEAS Newsletters

Encourage use of the CSEAS website to increase civil servants' familiarity with CSEAS support services