

Civil Service Employee Assistance Service (CSEAS)

ACTIVITY REPORT 2014

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service



Mission Statement

“To offer a quality resource and support service for all staff which positively affects both individual health and well-being and organisational effectiveness”

The CSEAS plays a key part in an ethos of promoting employee wellness and organisational effectiveness in the Irish Civil Service

3521 contacts in 2014

The CSEAS supports the employer's duty of care to its employees under the Safety, Health and Welfare at Work Act 2005 in the area of psychosocial issues

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Statistics used in this report are compiled from (1) the CSEAS electronic database, and (2) Civil Service numbers (headcount) provided by the Department of Public Expenditure and Reform (DPER) for 2014.

FOREWORD

It is with great pleasure that I present to you the 2014 Activity Report of the Civil Service Employee Assistance Service (CSEAS). This Service, which was restructured as a centralised, regionalised service under the auspices of my Department in 2012, offers support and assistance to civil servants facing challenges in their working and/or personal lives.

The CSEAS forms an important component of an ethos of promoting employee wellness and organisational effectiveness, augmenting and supporting the work of HR Divisions and line management in the Civil Service. In providing the CSEAS, the Civil Service acknowledges the benefits of investing in staff well-being.

It is interesting to note that usage of the Service has increased in 2014, highlighting the value staff place on the provision of this facility.

An important element of the Civil Service Renewal Plan is to optimise the potential of all civil servants which will contribute to the building of a resilient sustainable workforce. The work of the CSEAS very much interfaces with this mission.

I had the opportunity of meeting with the management and staff of the CSEAS on my visit to their head office in December 2014. I commend them for the contribution they make towards the enhancement of individual well-being and organisational effectiveness across the Civil Service.

I wish the staff of the CSEAS all the best for the year ahead and would like to take this opportunity to thank them for their work and impressive achievements in 2014. I am confident of their continued good work in providing a professional support service for all civil servants in these changing and sometimes challenging times.

Minister Brendan Howlin, TD

A handwritten signature in black ink, appearing to read 'Brendan Howlin', followed by a long horizontal flourish.

CSEAS OVERVIEW

2014 was a successful year in terms of fulfilling the mission and objectives set out in the 2012-2014 CSEAS Statement of Strategy. The aim of this strategy was to deliver

- A restructured model of standardised service delivery of employee assistance under central management within the Department of Public Expenditure and Reform (DPER) for all Civil Service Departments/Offices
- Improved cost control and efficiencies through the elimination of duplication and non-value adding activities, the use of shared learning and skill transfer among CSEAS staff, and strong governance
- A regionalised service to facilitate ease of access by all potential users, with a centralised point of contact
- Strong stakeholder linkages and robust communications and feedback systems; including the development of service delivery protocols, engagement with line managers and HR Divisions, and on-the-ground connections
- Management information and reporting systems to facilitate trend and statistical analysis, and inform strategic direction and planning

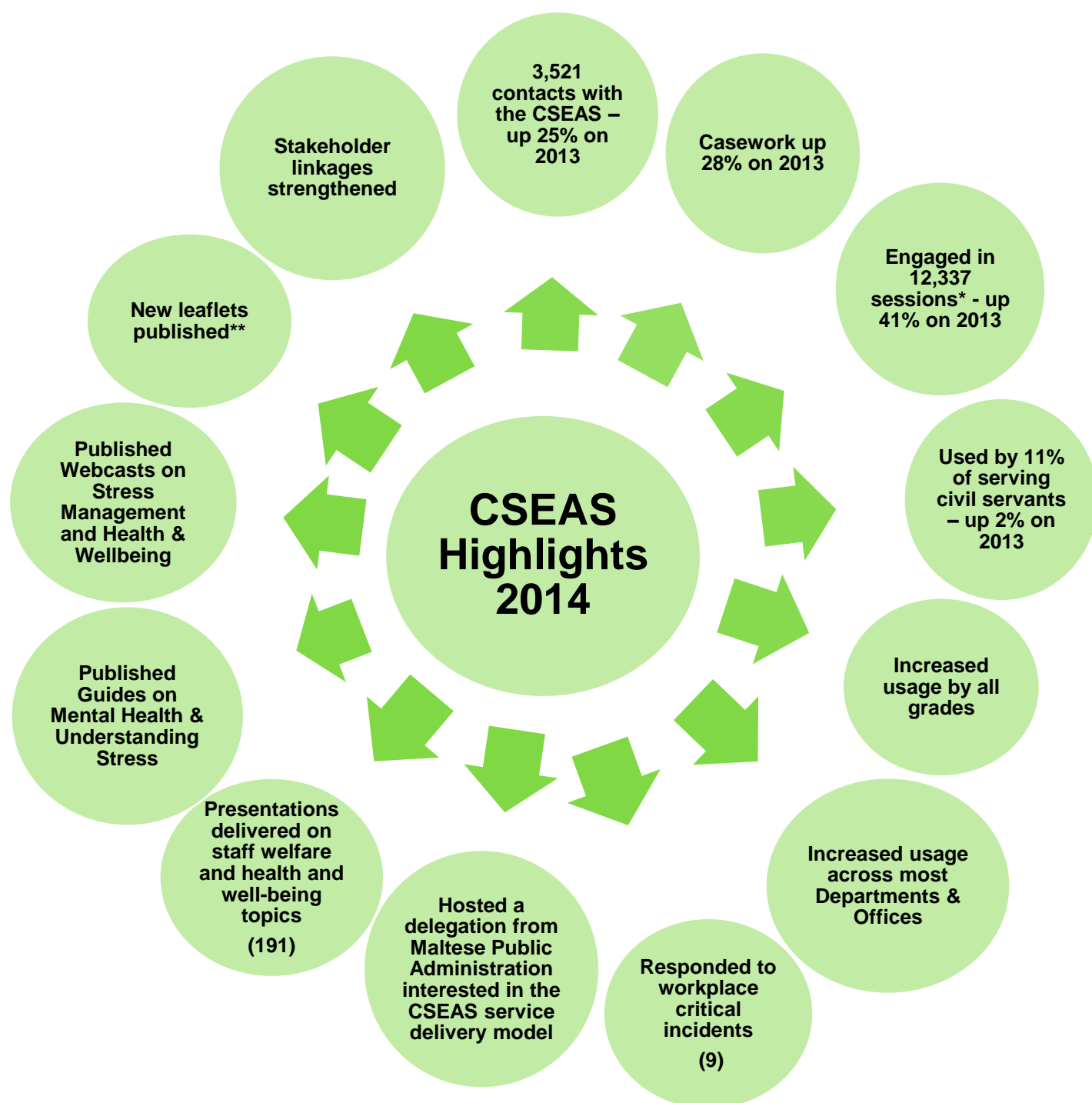
Significant progress was recorded across a number of specific areas during the three year period which came to fruition in 2014

- Substantial progress has been made in embedding the restructured Service across the Civil Service as a valuable resource for staff experiencing work and/or personal challenges. The success of this is evidenced by the continuing increased usage of the Service across all grades and most Departments/Offices in most regions during 2014
- A significant driver for developing the strategic direction of the CSEAS was a service user feedback survey conducted in 2013, the analysis of which informed the 2014 business plan. A strong emphasis was placed on implementing a robust communications strategy thereby improving awareness of the availability of the CSEAS among staff. Feature articles, leaflets and other publications were made available on the CSEAS website and circulated to staff via HR Divisions. Webcasts were developed for the first time¹
- Raising awareness among line managers of the benefits of consulting with the CSEAS on staff welfare matters was seen as a priority. The evidence of this can be seen in the increased line manager usage of the Service in this context in 2014
- Maintaining and developing relationships with HR Divisions was progressed during the three year period. CSEAS management facilitated feedback workshops with HR Divisions during this time. Delivering on commitments outlined in the 2012 CSEAS Protocols on Service Delivery was a key priority
- Detailed metrics available from the CSEAS electronic record management system is of particular value in identifying and monitoring trends to assist in CSEAS strategic planning and direction. The data for 2014 show that the CSEAS had a very busy year, with increased buy-in to the Service across all fronts and also demonstrates that the CSEAS has been successfully integrated into the Civil Service

The on-going key priority for the CSEAS is to continue to develop as a centre of excellence for the delivery of employee assistance services to civil servants. This key objective will be reflected in the CSEAS Statement of Strategy for 2015-17.

¹ The valuable assistance of the Department of Agriculture, Food and the Marine in this process is acknowledged.

CSEAS – SUMMARY OF KEY HIGHLIGHTS IN 2014



* Sessions refer to service user contacts / contacts on their behalf (face-to-face, phone, email, text)

** See page 20 for details

CSEAS – KEY OBJECTIVES 2014

Deliver a high quality customer service to all users



Continue to develop and enhance CSEAS communications strategy



Continue to develop stakeholder linkages across the Civil Service



Follow up on actions identified in CSEAS feedback survey 2013



Continue to inform staff on welfare topics through delivery of presentations, webcasts etc.



Ongoing development of governance policies and internal systems



ABOUT THE CIVIL SERVICE EMPLOYEE ASSISTANCE SERVICE (CSEAS)

Who We Are

The CSEAS is a centralised regionalised service within the Department of Public Expenditure and Reform (DPER) providing services and supports to civil servants to positively enhance their well-being.

This Service is an important component of an ethos of promoting employee wellness, resilience and organisational effectiveness, augmenting and supplementing the work of HR Divisions and line management. The CSEAS supports the employer's duty of care to its employees under the Safety, Health and Welfare at Work Act 2005 in the area of psychosocial issues such as stress, bullying and harassment, alcohol and drug misuse.

CSEAS Structure - See [Appendix 1](#) on page 28

What We Do

Support to Staff

Supporting staff is the core element of the work of the CSEAS. Free and confidential² services are provided to civil servants at times of personal and/or work related difficulties. Such difficulties, if left unattended, could adversely affect work performance and/or attendance and quality of life.

Support to Managers

Managers play a pivotal role in supporting staff. The CSEAS supports this function by being available in a consultative capacity for managers.

CSEAS protocols on confidentiality² are adhered to in engagement with managers.

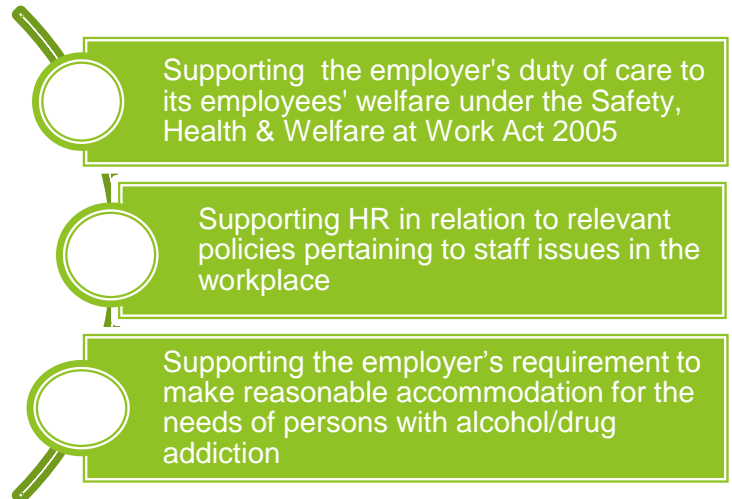


² Details on confidentiality and exceptions to this, and third party referrals are available on the CSEAS website www.cseas.per.gov.ie

Support to HR

Working closely with HR Divisions, the CSEAS engages in early interventions to help staff minimise sick leave absences, assist in return to work and help restore work capacity.

CSEAS protocols on confidentiality³ are adhered to in engagement with HR Divisions.



Communications, Governance and Service Development

Fundamental to core service delivery are the implementation of a strategic communications plan, strong governance and other activities essential to the smooth delivery of service. The CSEAS feedback survey, carried out in late 2013, informed CSEAS service development in 2014. Particular focus was placed on enhanced communications and building on line manager awareness of the supports available from the CSEAS.



For full details see pages 20-23.

³ Details on confidentiality and exceptions to this, and third party referrals are available on the CSEAS website www.cseas.per.gov.ie

TRENDS 2014

The first full year of operation of the restructured CSEAS was 2013. Comparative trend analysis is over the two years 2013 and 2014.

28%

increase on 2013 in CSEAS casework (see page 12 for details)

Implementing the CSEAS communications strategy was a key priority for 2014, aiming to raise awareness of the availability of the CSEAS and the supports offered. The increase in CSEAS casework reflects the success of the communications campaign.

41%

increase on 2013 in CSEAS sessions with/on behalf of service users

Session activity, which includes face-to-face, phone, email and text contact, increased during 2014. The use of phone, email and text contact is extremely important given the regional spread of the CSEAS client base. This supports efficiencies and ensures a timely response, both of which form an important element of the CSEAS Protocols on Service Delivery.

28%

increase on 2013 in consultation by managers

Line managers seek support and guidance from the CSEAS concerning the welfare of staff. In this way the CSEAS supports the line management function across the Civil Service.

11%

usage across the Civil Service – up 2% on 2013

As a percentage of serving staff, the increased usage of the CSEAS reflects a greater awareness of the Service as a resource. This upward trend gives a clear indication that the CSEAS is becoming more embedded throughout the Civil Service.

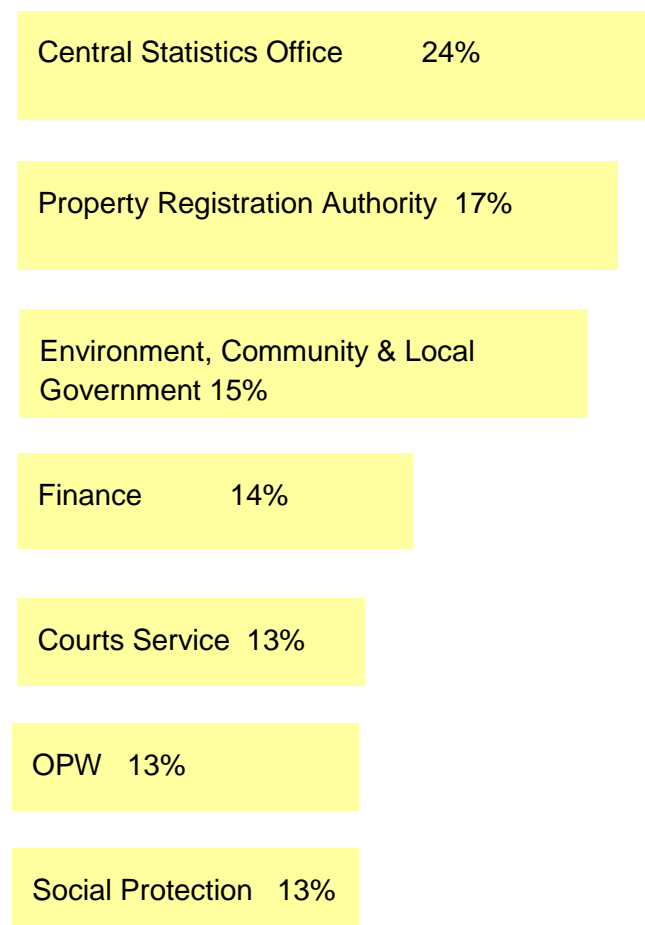
5%

usage across senior management grades – up 2% on 2013

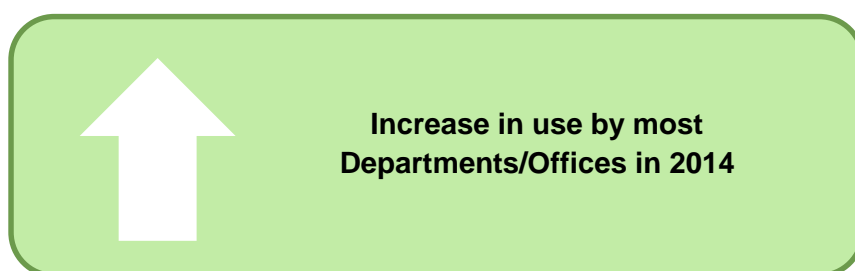
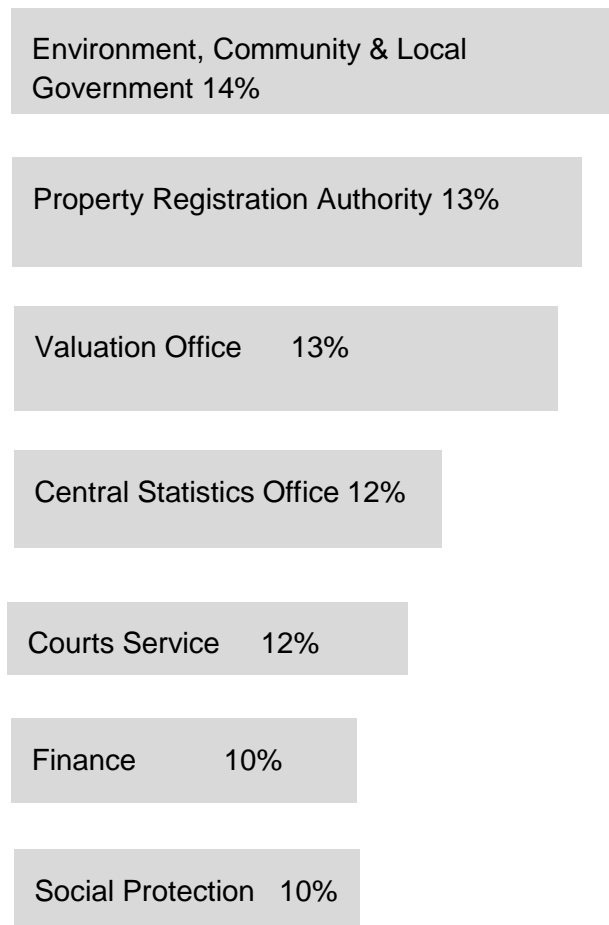
Reflects the success of the CSEAS communications strategy in encouraging senior management to avail of the Service, not only for themselves as individuals, but also in their role as managers in supporting staff and addressing issues within their remit.

Greatest usage as a % of serving staff across Departments / Offices

2014



2013



Top seven Departments/Offices listed above. Full breakdown available on page 13

Greatest usage as a % of serving staff by location

2014

Sligo	27%
Mayo	24%
Carlow	23%
Monaghan	22%

2013

Sligo	19%
Mayo	18%
Carlow	17%
Waterford	16%

Similarity in use between 2014 and 2013

Top four locations listed above. Full breakdown available on page 14

Increase in usage as a % of serving staff by grade in 2014

AP & higher



HEO/AO



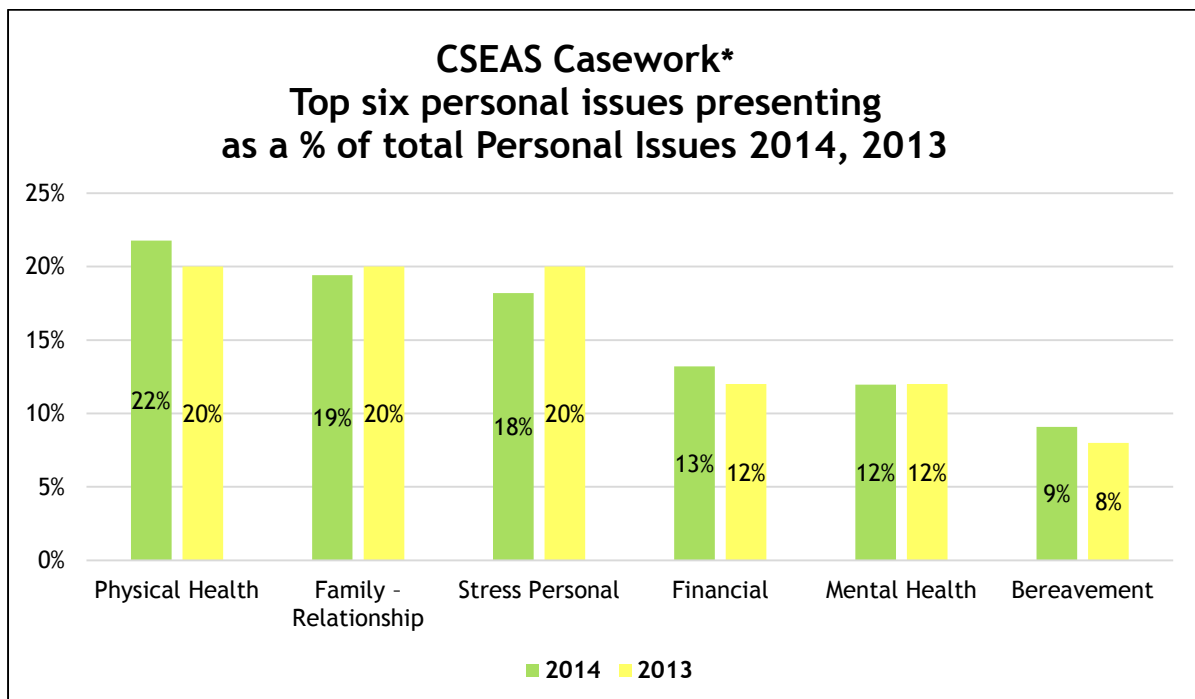
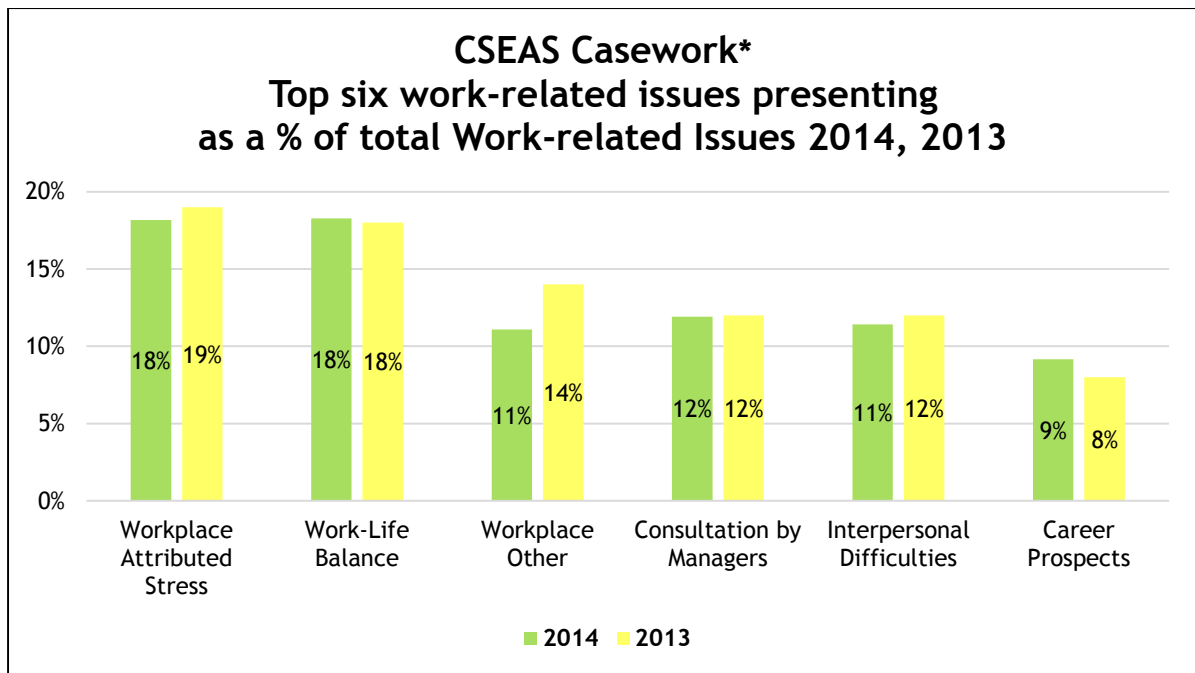
EO



Grades up to
and including SO



Full breakdown of grade usage is available on page 15



* Service users often wish to discuss a combination of issues. These issues are reflected individually in the figures above

See page 17 for details

CSEAS 2014 ACTIVITY

CSEAS Contacts 2014 – Table 1

Casework	Total cases 2014	2013	As a % of total cases 2014	2013
Work-related Issues only	1112	816	33%	31%
Personal Issues only	932	721	28%	28%
Personal & Work-related Issues presenting together	1112	910	33%	35%
Proactive Casework Communication	188	167	6%	6%
Total Casework	3344	2614	100%	100%
Information Only	177	203		
Overall Total	3521	2817		

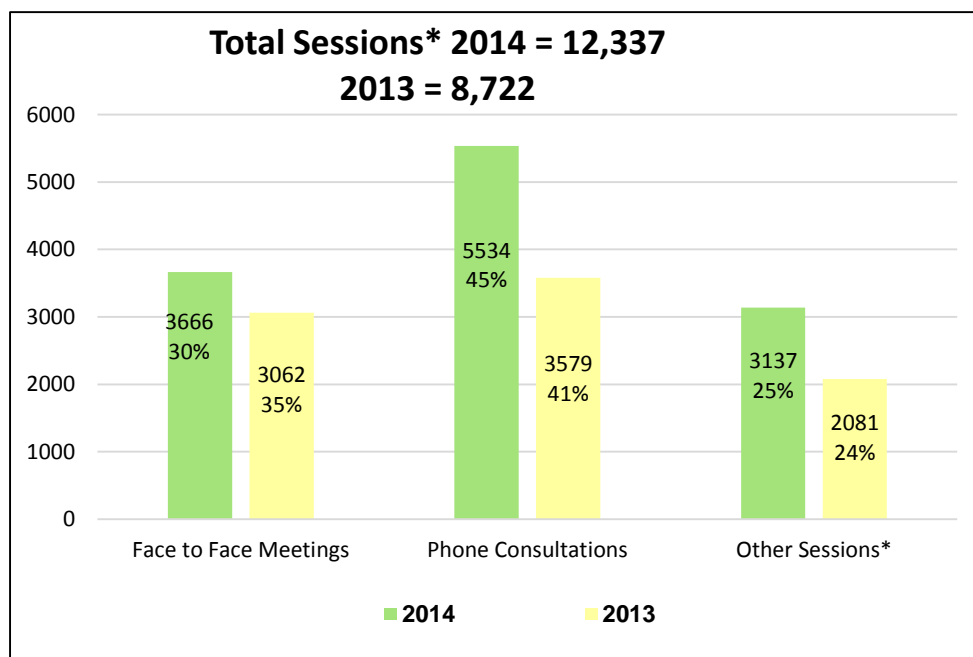
28%

Casework up 28% in 2014

25%

Total Contacts up 25% in 2014

CSEAS Sessions 2014



41%

Session activity up 41% in 2014

Average sessions per client

2014 = 4 (2013 = 3)

* A session is any contact with or on behalf of a service user. Other sessions include service user contacts outside of face to face meetings and phone consultation(s) by way of e-mail or text.

CSEAS Casework by Department/Office 2014 – Table 2

Department	Number of Cases 2014	2013	% of Overall CSEAS Casework 2014	As a % of serving staff in each Dept 2014	As a % of serving staff in each Dept 2013	Total Serving Established & Industrial end Sept 2014
Agriculture, Food and Marine	278	255	8%	9%	7%	3197
Arts, Heritage and the Gaeltacht	61	56	2%	10%	9%	598
Attorney General	8	8	<1%	6%	6%	133
Central Statistics Office	170	85	5%	24%	12%	698
Chief State Solicitors Office	23	22	1%	9%	9%	250
Children and Youth Affairs	16	13	<1%	10%	9%	155
Communications, Energy and Natural Resources	19	13	1%	7%	5%	263
Courts Service	129	117	4%	13%	12%	958
Defence	23	19	1%	6%	5%	365
Education and Skills*	80	85	2%	5%	5%	1642
Environment, Community and Local Government**	116	109	3%	15%	14%	758
Finance	44	32	1%	14%	10%	305
Foreign Affairs and Trade	88	73	3%	6%	5%	1417
Health	30	24	1%	8%	6%	362
Jobs, Enterprise and Innovation	63	50	2%	7%	6%	853
Justice and Equality***	160	129	5%	7%	5%	2203
Office of Public Works	202	161	6%	13%	9%	1608
Oireachtas	12	13	<1%	3%	3%	478
Property Registration Authority	92	71	3%	17%	13%	541
Public Expenditure and Reform****	65	33	2%	6%	9%	1096
Revenue Commissioners	644	454	19%	10%	7%	6217
Social Protection	920	695	28%	13%	10%	7153
Taoiseach	13	17	<1%	7%	9%	192
Transport, Tourism and Sport	41	29	1%	9%	6%	460
Valuation Office	11	17	<1%	9%	13%	121
Group *****	36	34	1%	5%	5%	778
Total	3344	2614	100%	-	-	32801

* includes The State Exams Commission and National Council for Special Education

** includes Met Éireann

*** includes civil servants in The Legal Aid Board, Probation Service and Prison Service

**** includes civil servants in State Laboratory

***** C&AG's, Ombudsman, Garda Ombudsman, Garda Complaints Board, PAS, Data Protection Commissioner, National Gallery, Presidents Establishment and DPP are grouped together.

CSEAS Casework by County 2014 – Table 3

County	Total CSEAS Cases by County	Total Staff in Civil Service by County (figures from DPER – As at end Sept 2014)	% Usage (serving staff) by County across the Civil Service 2014	% Usage (serving staff) by County across the Civil Service 2013
Abroad *	9	620	1%	3%
Carlow	43	187	23%	17%
Cavan	36	364	10%	8%
Clare	31	558	6%	5%
Cork	317	1966	16%	11%
Donegal	110	819	13%	9%
Dublin	1185	14637	8%	7%
Galway	72	849	8%	8%
Kerry	126	763	17%	12%
Kildare	39	931	4%	5%
Kilkenny	46	349	13%	10%
Laois	50	554	9%	7%
Leitrim	23	262	9%	6%
Limerick	144	1366	11%	7%
Longford	61	605	10%	8%
Louth	97	540	18%	13%
Mayo	145	609	24%	18%
Meath	66	521	13%	10%
Monaghan	31	139	22%	14%
Offaly	80	409	20%	13%
Roscommon	41	236	17%	12%
Sligo	222	814	27%	19%
Tipperary	119	762	16%	13%
Waterford	115	600	19%	16%
Westmeath	55	932	6%	5%
Wexford	68	734	9%	10%
Wicklow	13	142	9%	7%
Location Not Available	-	1533**	-	-
Total	3344	32801 ***		

* Department of Foreign Affairs staff posted abroad (does not include local recruits)

** Includes 1393 State Industrial Staff for whom the breakdown by county is not available

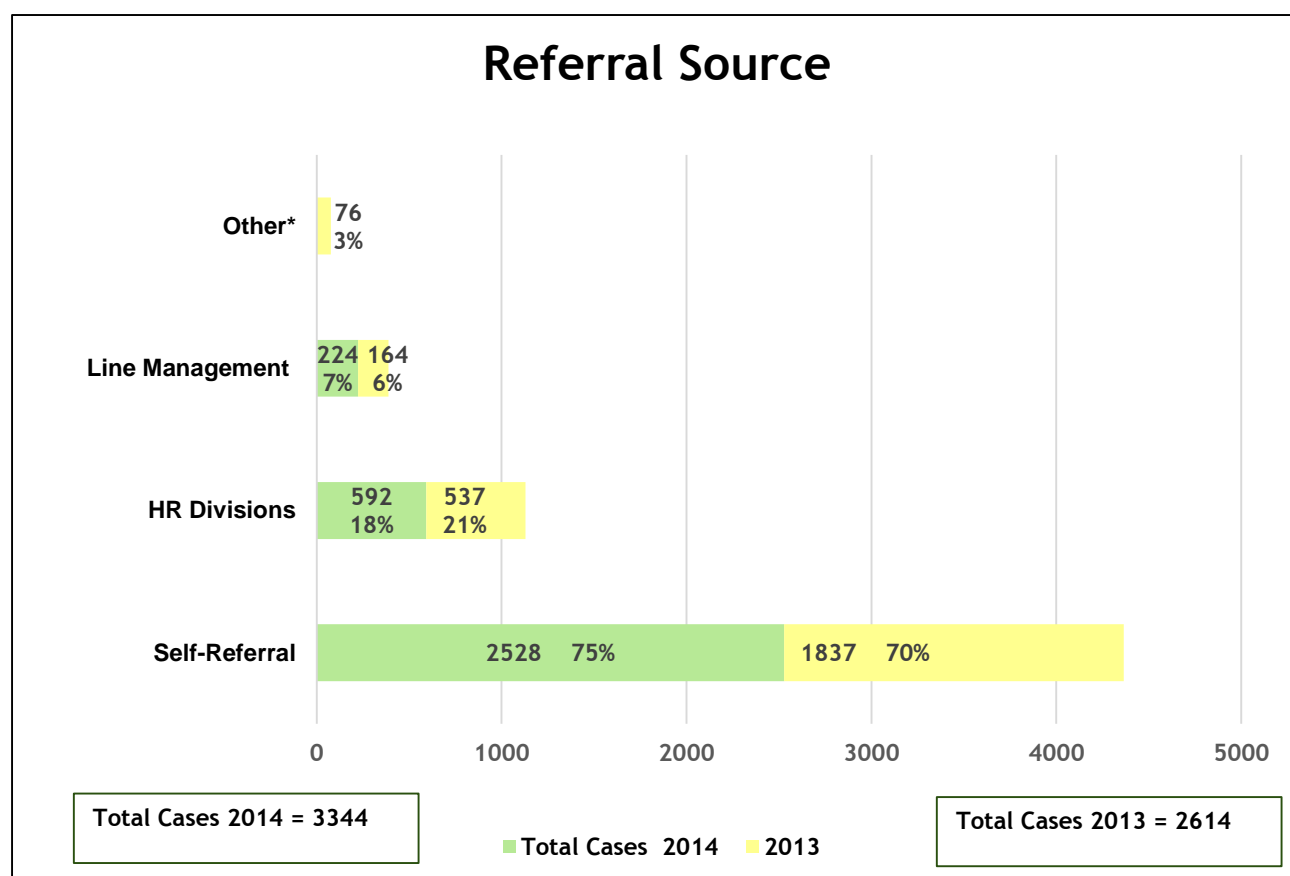
*** Excludes Garda Civilians and Prison Officers who do not come within the remit of the CSEAS

CSEAS Casework by Grade 2014 – Table 4

Grade	Total Cases for 2014	2013	2014 Cases as a % of Serving Staff in each grade	2013
Assistant Principal	189	132	6%	4%
Clerical Officer	1334	1120	12%	10%
Cleaner	16	15	13%	13%
Executive Officer	563	389	9%	6%
Higher Executive Officer Administrative Officer	512	343	8%	5%
Principal Officer and Higher	56	34	4%	2%
Service Officer	98	95	13%	11%
Staff Officer	92	64	6%	4%
State Industrial	138	109	10%	8%
Technical / Professional *	245	203	*	*
Unknown Grades	83	88	–	-
Retired Staff	18	22	N/A	N/A
Total	3344	2614	-	-

* Serving staff numbers not available for these grades

CSEAS Casework by Referral Source 2014



Self-referral is where an individual contacts the Service directly. S/he may do so where it has been suggested by a concerned party e.g. HR personnel, Chief Medical Officer (CMO), line manager, trade union representative, colleague or other concerned party who believes the CSEAS could be a useful resource in the person's circumstances.

* Category "Other" is included in the self-referral figure for 2014

CSEAS Casework by Category 2014 – Table 5

Case Category 2014						
Work-related Issues	Totals 2014	2013	As a % of Total Work-related Issues 2014	2013	As a % of Total Issues excluding correspondence cases	2013
Bullying	45	*	2%	*	1%	
Career Prospects	242	175	9%	8%	5%	4%
Critical Incident	45	5	2%	<1%	1%	<1%
Death in Service	33	30	1%	1%	1%	1%
Disciplinary Issue	49	54	2%	3%	1%	1%
Harassment	33	*	1%	*	1%	
Ill-Health Retirement	69	49	3%	2%	1%	1%
Interpersonal Difficulties	302	258	11%	12%	6%	6%
Consultation by Managers	315	247	12%	12%	6%	6%
Personal Hygiene	12	8	<1%	1%	0%	<1%
Positive Working Environment (PWE)*	*	79	*	4%	*	2%
Retirement	141	95	5%	5%	3%	2%
Return to work issues	14	***	1%	***	0%	
Sexual Harassment	7	*	<1%	*	0%	
Sick Leave Absence	66	***	2%	***	1%	
Violent Incident	14	26	1%	1%	0%	1%
Work-Life Balance	483	389	18%	18%	9%	9%
Workplace Attributed Stress	480	408	18%	19%	9%	10%
Workplace Other	293	291	11%	14%	6%	7%
Total	2643	2114	100%	100%	51%	50%
Personal Issues			As a % of Personal Issues 2014			
Substance abuse / Addictive Behaviour**	52	51	2%	3%	1.01%	1%
Bereavement	227	164	9%	8%	4.41%	4%
Family – Relationship	485	427	19%	20%	9.43%	10%
Financial	330	258	13%	12%	6.42%	6%
Mental Health	299	256	12%	12%	5.81%	6%
Physical Health	544	411	22%	20%	10.58%	10%
Stress Personal	455	427	18%	20%	8.85%	10%
Personal Other	107	108	4%	5%	2.08%	3%
Total	2499	2102	100%	100%	49%	50%
Overall Total	5142	4216	-	-	-	-

* In 2013 PWE refers to issues relating to bullying, harassment & sexual harassment which are listed separately in 2014

** Includes issues with alcohol, drugs, gambling, internet etc.

*** This category was not available in 2013

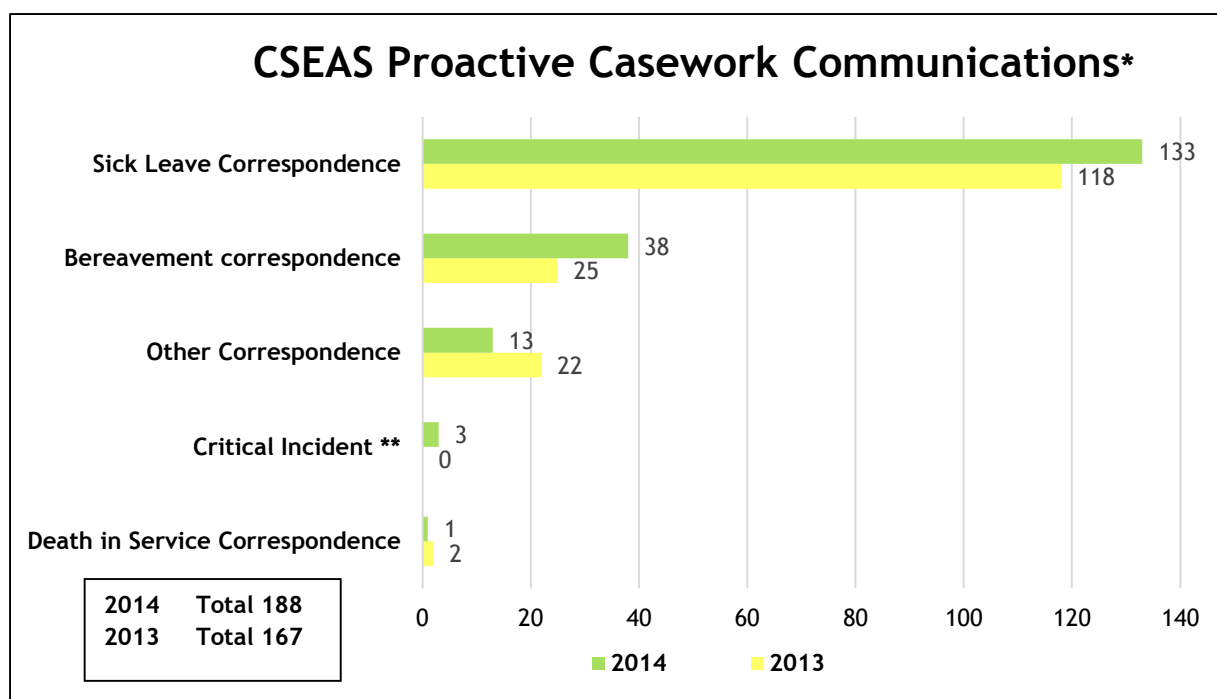
Figures above represent new issues presenting in the relevant year and exclude ongoing issues from former years. Those using the CSEAS often wish to discuss a combination of issues. These issues are reflected individually in the figures above.

CSEAS Proactive Casework Communications 2014

As a proactive supportive measure, HR Divisions/line managers have the option of formally referring civil servants to the CSEAS. This can arise in many situations such as

- absence on long term sick leave, including stress attributed absences
- recent bereavement
- where it is felt that CSEAS support may be helpful in work and/or personal circumstances
- difficulties experienced as a result of a critical incident
- where a death-in-service has occurred

In the case of such formal referrals, the CSEAS will proactively seek to engage with the staff member to offer support. Many people take up this offer at this stage. In these instances the case category is changed to reflect the presenting issue(s). Where a staff member chooses not to avail of the CSEAS at this time, the case remains in this category (CSEAS Proactive Casework Communication).



* *These statistics refer to those to whom the CSEAS offered support, and who chose not to avail of the CSEAS at that time*

** *This category was not available in 2013*

CSEAS – Client Profile

CSEAS CLIENTS 2014 AND 2013

Female	Male
2014 64% 2136 cases	2014 36% 1208 cases
2013 64% 1667 cases	2013 36% 947 cases

CIVIL SERVICE GENDER PROFILE 2014 AND 2013

Female	Male
2014 61%	2014 39%
2013 61%	2013 39%

**CSEAS usage by gender
unchanged between 2014
and 2013**

**Civil Service gender
profile unchanged
between 2014 and 2013**

Critical Incident Stress Management (CISM)

Critical Incident
Response

CISM is an intervention developed specifically for dealing with traumatic events. All Employee Assistance Officers (EAOs) are trained in CISM and are fully equipped to respond in an organised, systematic and swift way to a presenting crisis. EAOs responded to nine such occurrences in 2014. Intervening in such emergency situations gives added value at both individual and organisational level. It serves to minimise the effects of the trauma of the event on staff, while supporting the return to normal functioning and resuming responsibilities after the event. The use of internal resources in such circumstances can effect a cost benefit to the organisation as whole. Additionally, staff members can avail of the CSEAS on a one-to-one basis for support when impacted by a workplace critical incident.

CSEAS COMMUNICATIONS STRATEGY 2014

Communications

Keeping all stakeholders aware and informed of the Service is a key objective for the CSEAS. Every opportunity is leveraged to achieve this. The CSEAS examines ways to refine and improve service delivery in response to user demands and recognises the importance of continually promoting the Service to reach those who may be facing challenges in their lives. The CSEAS seeks to generate additional ways of communicating the broad spectrum of services provided. Communications in 2014 include

Feature Articles

Managing your Money
CSEAS as a Resource for Managers
Tips for Managing the Christmas Season
Helping the Bereaved at Work

Leaflet Series

Critical Incident in the Workplace - Self-care
Critical Incident in the Workplace - Guidelines for Manager
Personal Hygiene Issues - Guide for Managers
Understanding Stress
Substance Misuse and Addiction

Additional Publications

Information Guide on Mental Health and Well-being in the Workplace (cross-departmental initiative led by CSEAS)
Understanding Stress (Booklet)
2013 Activity Report

Website

The CSEAS website was continually reviewed and updated throughout 2014
Webcasts on Stress Awareness and Management and Health and Well-being were developed and added to the site
A presentation on Positive Mental Health was added to the site, with a webcast on this topic in train for mid-2015

Other Channels

Delivering staff welfare presentations when invited by managers or HR personnel (see pages 21-22)
Publications in Trade Union and departmental magazines
Posters
EAO on-site visits to government Departments/Offices

Stakeholder Linkages

HR Divisions
Line managers
CMO
Trade Unions
Public Service Friendly Society (PSFS)

Staff Welfare Presentations 2014

The CSEAS proactively delivers “lunch & learn” and other health & welfare initiatives on a variety of topics across all Government Departments/Offices throughout the country. These are tailored to suit the specific needs of the requesting Department/Office and may cover a variety of topics within the same presentation. The CSEAS aims to be flexible in accommodating the needs of the requesting organisation and its staff. For ease of categorisation, the table below lists the presentations delivered in 2014, itemised by reference to the main topic of the presentation.

Table 6

Topic	Department/Office	Number	Total
Information on the CSEAS	Agriculture, Food and the Marine	9	65
	Central Statistics Office and Field Staff	2	
	Chief State Solicitors Office	3	
	Children & Youth Affairs	1	
	Courts Service	2	
	Data Protection Commissioner	1	
	Education & Skills	2	
	Finance	2	
	Jobs, Enterprise and Innovation	1	
	Justice and Equality	3	
	Presidents Establishment	1	
	Public Expenditure and Reform	17	
	Social Protection	5	
	State Examinations Commission	1	
	The Office of Public Works	9	
	The Office of the Revenue Commissioners	6	
Stress Management	Agriculture, Food and Marine	1	54
	Arts Heritage and the Gaeltacht	1	
	Attorney General's Office	1	
	Children and Youth Affairs	1	
	Environment, Community & Local Government	3	
	Garda Ombudsman	2	
	Justice and Equality	1	
	Office of Public Works	23	
	Ombudsman	2	
	Social Protection	17	
	The Office of the Revenue Commissioners	2	
Work/Life Balance	The Office of the Revenue Commissioners	2	2

Topic	Department/Office	Number	Total
The CSEAS as a Resource for Managers	Director of Public Prosecutions	2	7
	Health	1	
	IPA Management Skills Training Course	3	
	Social Protection	1	
Positive Working Environment / Dignity at Work / Harmony at Work	Office of Public Works	1	7
	Public Expenditure & Reform	6	
Health and Wellbeing	Arts, Heritage and the Gaeltacht	1	22
	Agriculture, Food and the Marine	1	
	Central Statistics Office	2	
	Defence	1	
	Environment, Community and Local Government	1	
	Foreign Affairs and Trade	1	
	Health	1	
	Revenue	13	
	Social Protection	1	
Dealing with members of the public	Justice and Equality	1	5
	The Office of the Revenue Commissioners	4	
Bereavement	Finance	2	2
Planning for Retirement – Input to courses run by CSTDC/IPA or by various Departments	Agriculture, Food and the Marine	2	16
	Social Protection	2	
	The Civil Service Training and Development Centre (CSTDC)	10	
	The Office of Public Works	2	
Positive Mental Health	Children & Youth Affairs	1	11
	Presidents Establishment	1	
	Social Protection	1	
	The Office of the Revenue Commissioners	8	
TOTAL			191

Stakeholder Linkages

Continuing engagement with its stakeholders is a vital component in the work of the CSEAS. This is done in a number of ways including management workshops with HR Divisions, on-the-ground engagement with HR personnel, representation from the stakeholder groupings on the CSEAS Advisory Committee, feedback surveys and attendance at Trade Union conferences.

The CSEAS is represented on the committee of the **Public Service Friendly Society (PSFS)**. The

Society can be a lifeline for civil servants who are members of the Society, and find themselves in financial difficulties. By fostering a strong relationship with the Society, the CSEAS can assist in supporting service users with financial concerns. Full details on the PSFS are available at www.psf.s.ie

The CSEAS also has links with the **Civil and Public Service Mediators Initiative (CPSMI)**. A member of the CSEAS is a trained mediator and is listed on the CPSMI panel.



CSEAS GOVERNANCE AND SERVICE DEVELOPMENT

Governance and Internal Policies

Reviewing, refining and developing internal systems, protocols and guidelines is a key activity within the CSEAS. This assists in the delivery of a quality customer-centric service to all stakeholders. Governance is provided by the CSEAS Advisory Committee.



Continuing Professional Development (CPD)

The CSEAS team is committed to quality service delivery with the aim of developing the CSEAS as a centre of excellence for the delivery of service to all civil servants. Employee Assistance Officers (EAOs) continually seek ways of developing their skills and engage in shared learning and CPD. Monthly team and peer support meetings give CSEAS staff an opportunity gain peer guidance on casework, and review and refine service delivery options to meet emerging needs. Through reflection in this manner, adoption of best practice is pursued, emerging trends are identified and mutual support and shared learning is gained.



CONCLUSION

In mid-2014 the restructured CSEAS marked its second anniversary as a centralised regionalised service within the Department of Public Expenditure and Reform. Having successfully journeyed through the set-up phase, the CSEAS is now embedded as a core service across the Civil Service.

Growth in service usage since mid-2012 gives a clear indication of the value of the new service delivery model. This has been aided by a strong emphasis on a communications strategy which has embedded the new service firmly and strengthened stakeholder linkages.

In May 2014 a delegation from the Maltese Public Administration Employee Support Programme visited the CSEAS in order to learn from the experience and success of the Irish Civil Service model of employee assistance service delivery. A renewed approach to employee assistance is being considered in the Maltese Public Administration. The delegation expressed interest in many of the core elements of the CSEAS which they may emulate as part of this renewal.

In December 2014 Minister Brendan Howlin, TD, visited the headquarters of the CSEAS and was very appreciative of the contribution its officers make to the individual well-being of civil servants and towards building a resilient workforce which enhances organisational effectiveness.

2014 has been a very productive year for the CSEAS. The metrics as outlined in this report will play an important part in the CSEAS strategic planning for 2015 and beyond. We, in the CSEAS, look forward to continuing to develop and enhance the services we offer in light of the needs of all service users going forward. The CSEAS is committed to building on achievements to date, seeking opportunities to refine and improve service delivery, and welcoming feedback.

CONTACTING THE CSEAS



**Central Phone
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CSEAS

**Department of Public Expenditure and Reform
3rd Floor, St. Stephen's Green House
Earlsfort Terrace
Dublin 2**

Contact details for individual EAOs are available on the CSEAS website

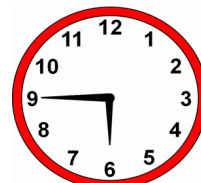


**On-duty EAO available at 0761 00 00 30
as follows**

Mon - Thurs 9am to 5.45pm

Fri 9am to 5.15pm

(except bank/public holidays)



CSEAS STAFF 2014



Lorus Collum
Manager



Derek Hollingsworth
Office Administration

Employee Assistance Officers



Maureen Byrne



Brian Hennessy



Úna Meehan



Deirdre Maye



Triona King



Bernie Moran



Geraldine Carey



Michael Stapleton



Ann Jordan



Margaret Fagan



Fran Scott



Carmel Dalton



Rosemary Branagan



Antoinette Mahon



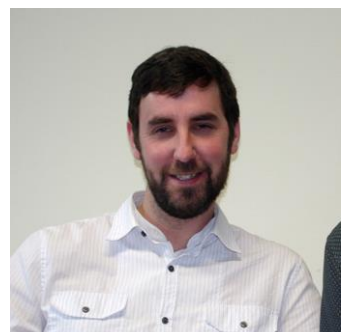
Ann Duffy



Rob Walsh

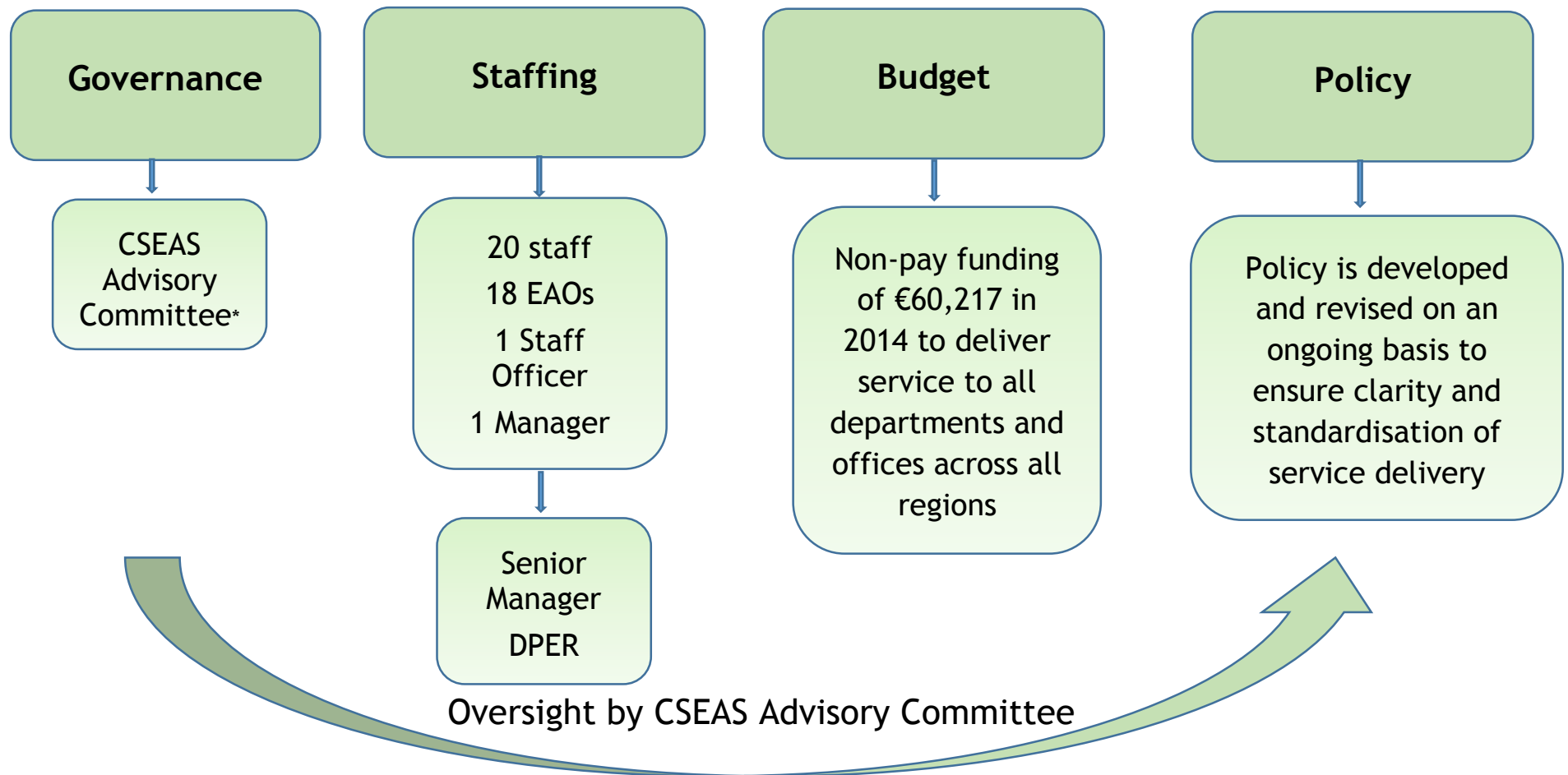


Deirdre Farrell



Philip O'Callaghan

APPENDIX 1: CSEAS STRUCTURE



*The CSEAS Advisory Committee comprises (1) A Chairperson who is a representative from DPER (2) The Chief Medical Officer for the Civil Service (3) Representatives from various Departments/Offices through the Personnel Officers Network. 2014 representatives were from the Courts Service, the Office of Public Works, the Departments of Social Protection, Defence, Children and Youth Affairs, Transport, Tourism and Sport. Representatives change every 2 years on a phased basis, with some overlap to ensure continuity of experience on the Advisory Committee. During 2014 representatives for the Departments of Social Protection and Defence stood down. Officers from the Departments of Children and Youth Affairs and Transport, Tourism and Sport filled the resulting vacancies (4) The Secretary to the Civil Service General Council Staff Panel. Current members of the CSEAS Advisory Committee can be viewed on the CSEAS website www.cseas.per.gov.ie



Civil Service Employee Assistance Service (CSEAS)

CSEAS ACTIVITY REPORT 2014

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