

Seirbhís Chúnaimh  
d'Fhostaithe na Státseirbhíse



Civil Service Employee  
Assistance Service

# **Civil Service Employee Assistance Service (CSEAS)**

## **Activity Report 2015**

## **MISSION STATEMENT**

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

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

**3,474 contacts in 2015**

**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 Record Management System and (2) Civil Service numbers provided by the Department of Public Expenditure and Reform (DPER) as at September 2015.

## FOREWORD

I am very pleased to present to you the 2015 Activity Report of the Civil Service Employee Assistance Service (CSEAS). This Service provides an Employee Assistance Programme to civil servants, offering support and assistance to staff and management facing challenges in their work and/or personal lives. Centralised within the Department of Public Expenditure and Reform (DPER), the CSEAS operates as an interdepartmental service on a regionalised basis.

The CSEAS forms an important component of the Civil Service ethos of promoting employee wellness and organisational effectiveness, augmenting and supporting the work of HR Divisions and line management. In providing the CSEAS, the Civil Service acknowledges the benefits of investing in staff wellbeing and the ongoing development of a resilient workforce.

The value of the Service is evidenced by the fact that 11% of civil servants sought the support of the CSEAS during 2015 in dealing with a variety of personal and/or work challenges. The CSEAS communications strategy supports the Government's 2015 national strategy to help reduce the incidence of suicide in Ireland. The CSEAS focused in 2015 on promoting positive mental health in the workplace through information and workshop sessions, and issuing publications on positive health and wellbeing topics such as managing stress and suicide prevention.

The work of the CSEAS also supports the 2015 focus of the Healthy Ireland national initiative which highlights the importance of the workforce and the need to invest in employees' health and wellbeing.

In the recent Civil Service Employee Engagement Survey, 75% of respondents indicated that they cope well with work stresses and activities. 69% of respondents feel that they can cope with change. The report noted that these are particularly welcome results given the pressures and changes in the Civil Service since 2008. The report noted that "Research has shown that improved wellbeing and mental health in the workplace can help to sustain organisational performance."<sup>1</sup> Ensuring that all civil servants are supported in reaching their potential is a key enabler in maintaining and building on this positive response to coping with work challenges; and indeed in coping with all life challenges. The work of the CSEAS is a key element in the provision of this support.

I wish to thank the staff of the CSEAS for their work and contribution towards building and supporting a resilient workforce. I wish them continued success in their important role within the Civil Service.



Robert Watt

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<sup>1</sup> Civil Service Employee Engagement Survey 2015, Department of Public Expenditure and Reform (DPER)

## EXECUTIVE SUMMARY

The Civil Service Employee Assistance Service (CSEAS) activity for 2015 is presented in this report, with a detailed breakdown of service usage, profiled by reference to grade, Department/Office, region, gender and issue type. The value of the Service is evidenced by the fact that 11% of civil servants sought the support of the CSEAS in 2015 for one-to-one support in relation to a variety of presenting issues. The CSEAS remains committed to the promotion of positive health and wellbeing in the workplace. Its communications strategy is focused on staying in touch with its service user base to promote this message. Stakeholder engagement is key to ensuring that the CSEAS responds to the ongoing and emerging needs as the Civil Service continues its process of renewal. Below is a brief summary of CSEAS highlights for 2015, followed by a more in-depth breakdown in the main body of the report.

### 2015 Highlights

The planned objectives for 2015 were successfully achieved. Service usage was consistent with 2014 high levels, with a noticeable increase in client contact sessions. Significant additional activities included strengthening the CSEAS communications strategy, governance oversight, stakeholder linkages and promoting positive health and wellbeing in the Civil Service.

The highlights were:

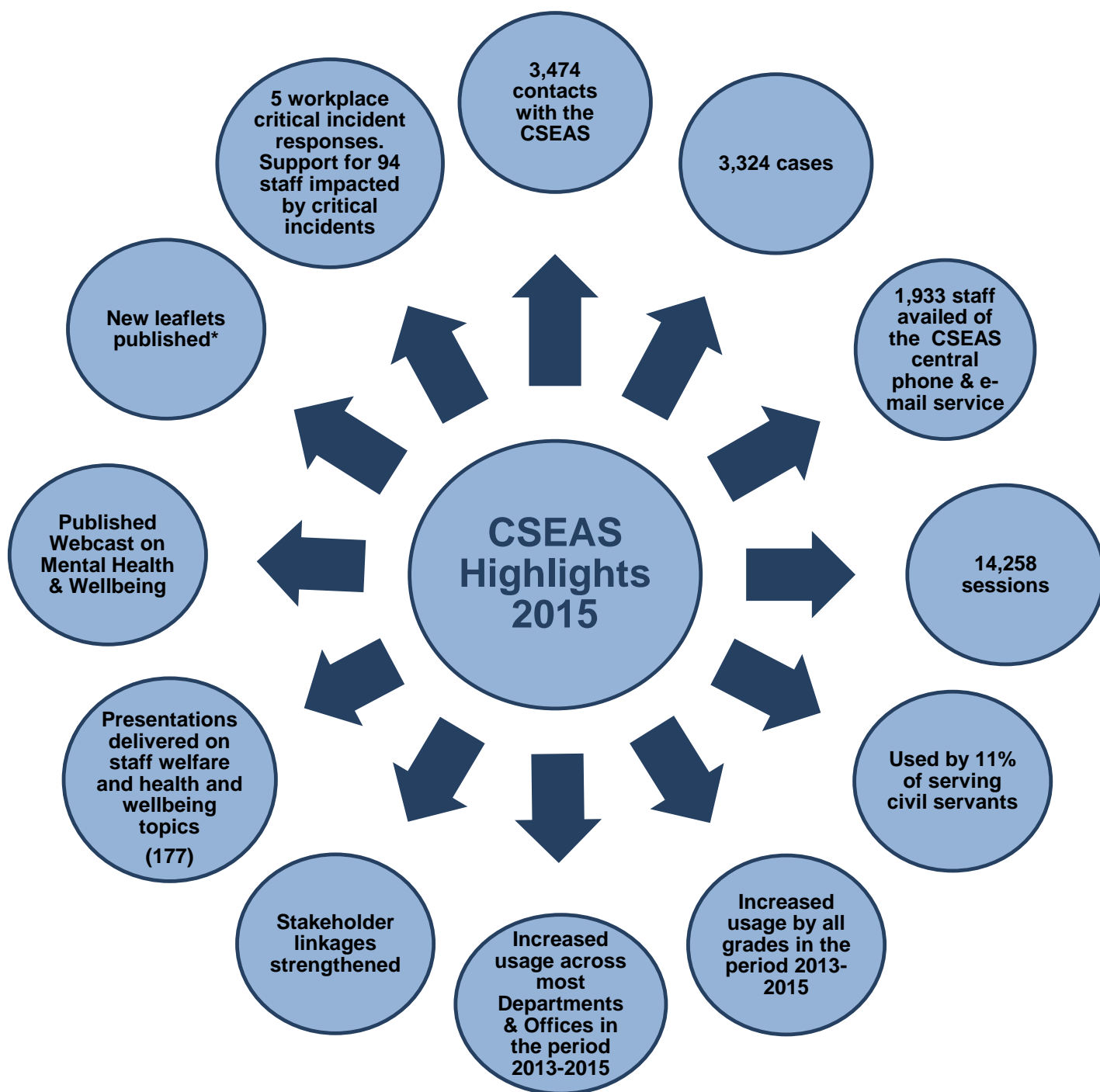
- 3,474 CSEAS contacts – up 23% on 2013, consistent with 2014
- 11% of civil servants used the Service for one-to-one support – up 2% on 2013, the same as 2014
- Individual client sessions<sup>2</sup> – up 63% on 2013, and up 16% on 2014
- Usage by senior management grades (AP and higher) – up 43% on 2013, similar to 2014
- The Departments/Offices with the highest number of service users as a percentage of serving staff were the Central Statistics Office, Department of Finance and the Property Registration Authority
- 2015 gender breakdown of service users was 36% male and 64% female. This is reflective of the overall gender balance within the Civil Service at 39% male and 61% female (similar to 2014 and 2013)
- Usage by county as a percentage of serving staff in those counties showed the highest usage at 28% of staff in Monaghan, 21% in Mayo, 21% in Offaly and 21% in Sligo. 9% of serving staff in Dublin used the Service in 2015
- CSEAS responded to 5 workplace critical incidents across Government Departments/Offices during 2015. Individual support was provided to 94 staff who had been impacted by a workplace critical incident

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<sup>2</sup> Sessions refer to service user contacts/contacts on their behalf (face-to-face, phone, email, text). This applies to all references to sessions in this document.

- CSEAS engaged directly with 60 service users who had been impacted by suicide – this is the first time that these statistics have been collated
- CSEAS communications strategy was strengthened through ongoing stakeholder linkages, new publications and health and wellbeing presentations, with a particular focus on suicide prevention and the promotion of positive mental health
- CSEAS has a central point of contact and an on-duty Employee Assistance Officer available during normal office hours. Contacts to this central service in 2015 totalled 1,933

## CSEAS SUMMARY OF KEY HIGHLIGHTS IN 2015



\* See page 24 for details

## CSEAS – KEY OBJECTIVES 2015

**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**



**Seek customer feedback by preparing an online end user survey for issue in early 2016 to facilitate comparative analysis with that of 2013**



**Continue to inform staff on Health and Wellbeing topics through delivery of presentations, webcasts and other communication channels**



**Ongoing development of governance policies and internal systems**





# ABOUT THE CIVIL SERVICE EMPLOYEE ASSISTANCE SERVICE (CSEAS)

## Who We Are

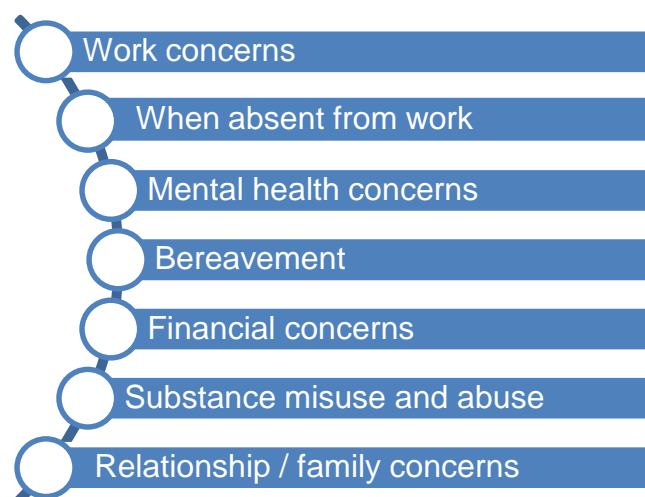
The CSEAS is a centralised service, operating on a regional basis, within the Department of Public Expenditure and Reform (DPER) providing services and supports to civil servants intended to positively enhance their wellbeing.

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.

## What We Do

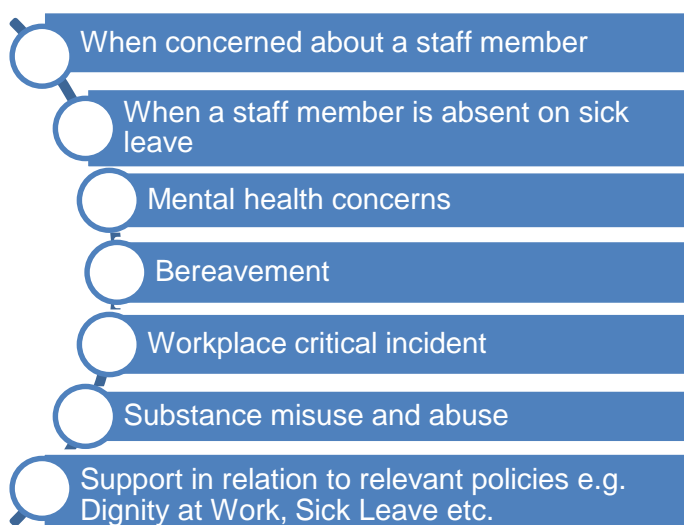
### Support to Staff

Supporting staff is the core element of the work of the CSEAS. Free and confidential<sup>3</sup> 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

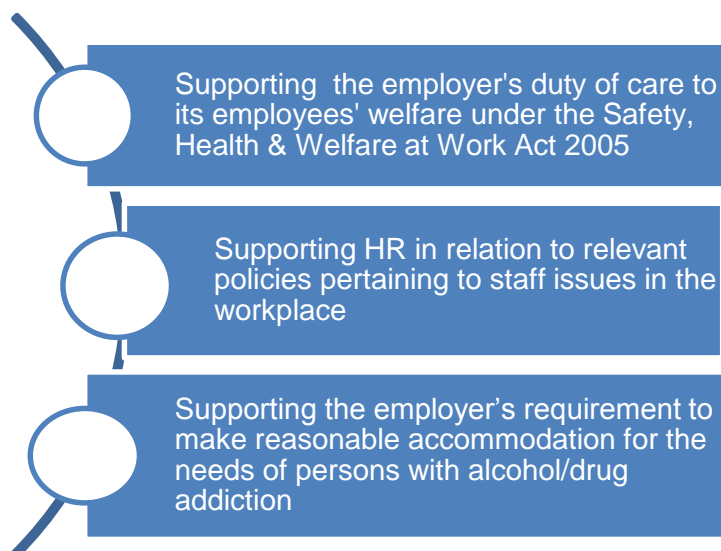
Managers play a pivotal role in supporting staff. The CSEAS is available in a consultative capacity to managers as appropriate. With the ongoing devolution of the HR function to line managers, fostering CSEAS linkages with managers is essential. CSEAS protocols on confidentiality are adhered to in engagement with managers.



<sup>3</sup> Details on confidentiality and exceptions to this are available on the CSEAS website [www.cseas.per.gov.ie](http://www.cseas.per.gov.ie). This applies to all references to confidentiality in this document.

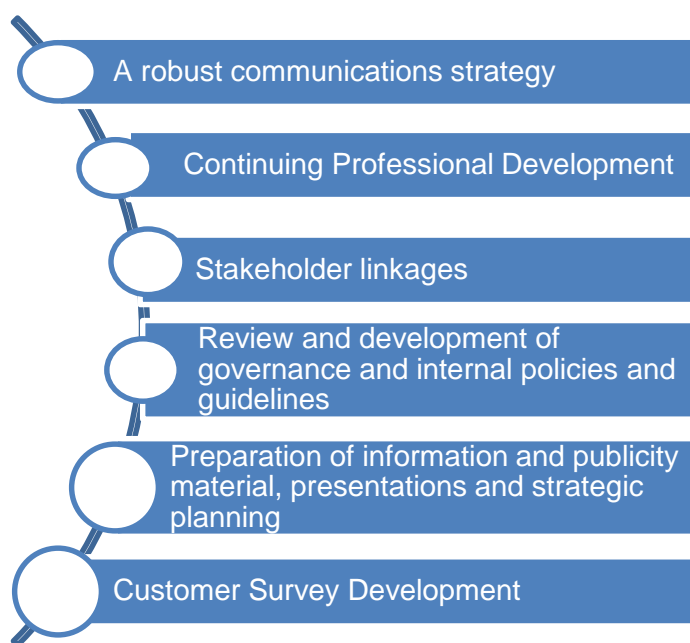
## Support to HR

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. The CSEAS is named as Contact Person for the Civil Service in the new Dignity at Work Policy launched in February 2015 by HR Policy Division in DPER. CSEAS protocols on confidentiality 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. In 2015 particular focus was placed on ongoing communications and building on line manager awareness of the supports available from the CSEAS. Customer feedback is extremely important to the CSEAS. An on-line customer survey was prepared in 2015 for roll out in early 2016. Feedback from this survey will assist the CSEAS in future strategic planning.



## CSEAS Structure

For information on the CSEAS structure, see [Appendix 1](#) on page 32.

## TRENDS 2013 – 2015

2013 was the first full year of operation of the restructured CSEAS. The highlights for 2015 usage compared with those in 2013 are set out below. The emerging trend over the three full years of service delivery i.e. 2013 to 2015 is contained in Figures 1-6 below.

### **27%** increase in CSEAS casework

*Implementing the CSEAS communications strategy was a key priority during this period, 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.*

### **63%** increase in CSEAS sessions with/on behalf of service users

*Session activity, which includes face-to-face, phone, email and text contact, increased considerably during the period 2013-2015. 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.*

### **12%** increase 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% in the period 2013–2015

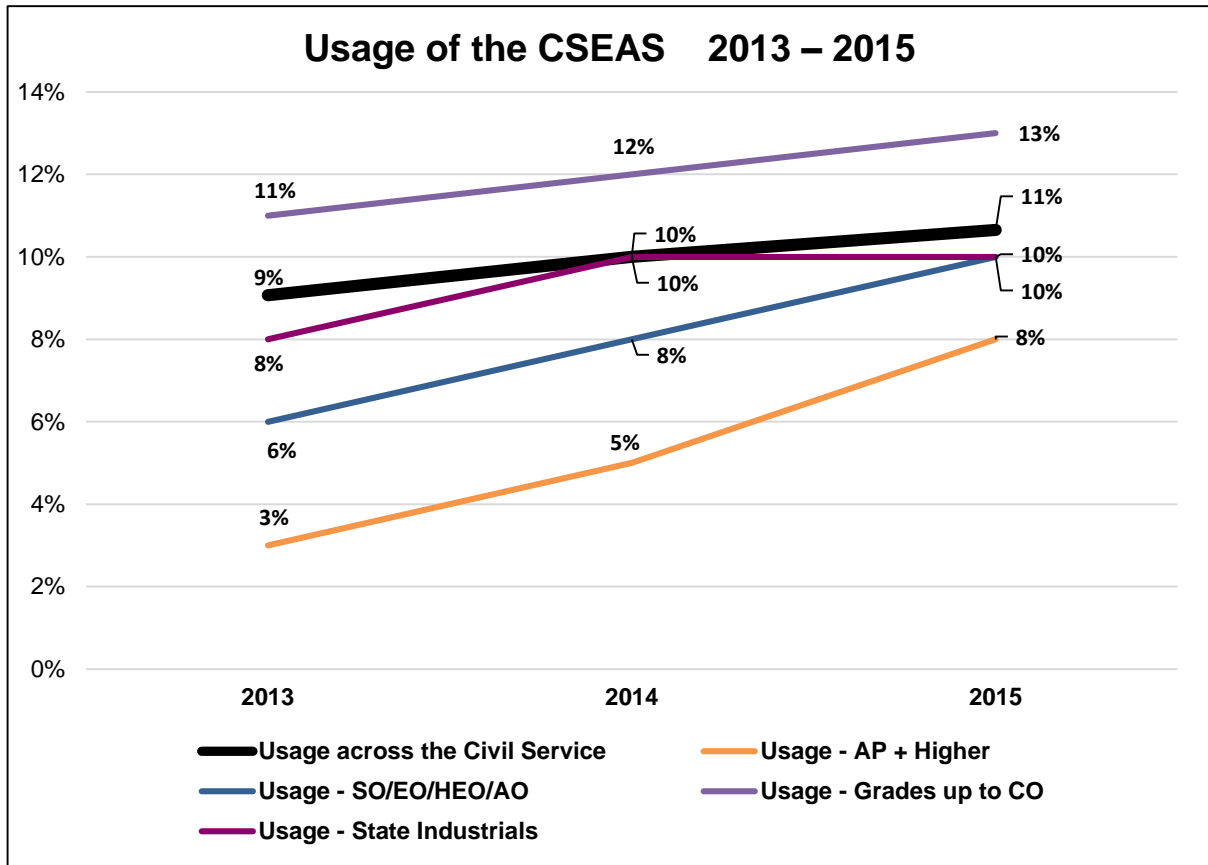
*As a percentage of serving staff, the increased usage of the CSEAS reflects a greater awareness of the Service as a resource. This upward trend gives a clear indication that the CSEAS is becoming more embedded throughout the Civil Service.*

### **43%** increase in usage across senior management grades\* between 2013 and 2015

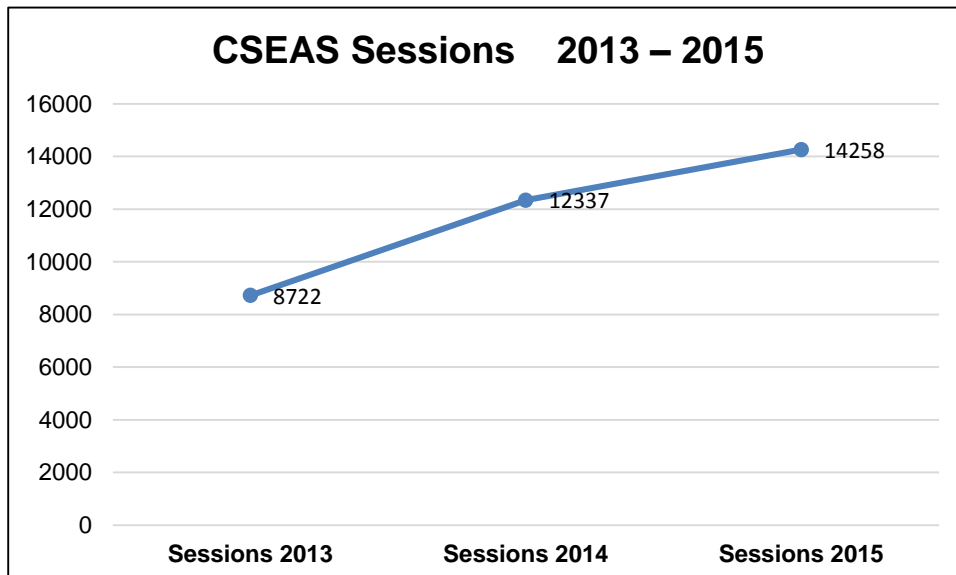
*Reflects the success of the CSEAS communications strategy in encouraging senior management to avail of the Service, not only for themselves as individuals, but also in their role as managers in supporting staff and addressing issues within their remit.*

\*AP and higher

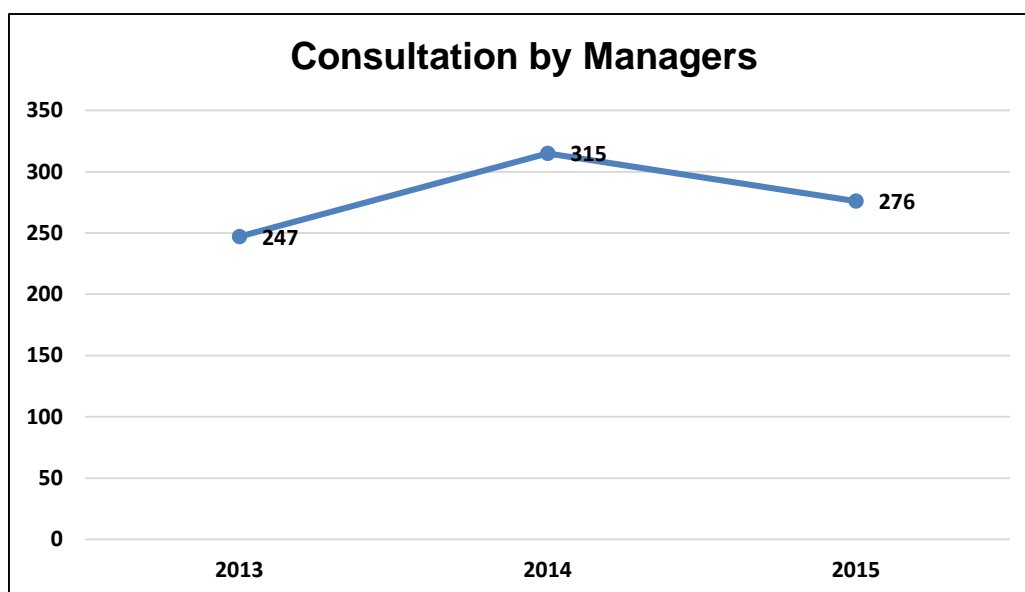
**Figure 1**



**Figure 2**



**Figure 3**



**Greatest usage as a % of serving staff by location\***

**2015**

Monaghan	28%
Mayo	21%
Offaly	21%
Sligo	21%
Waterford	20%

**2014**

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

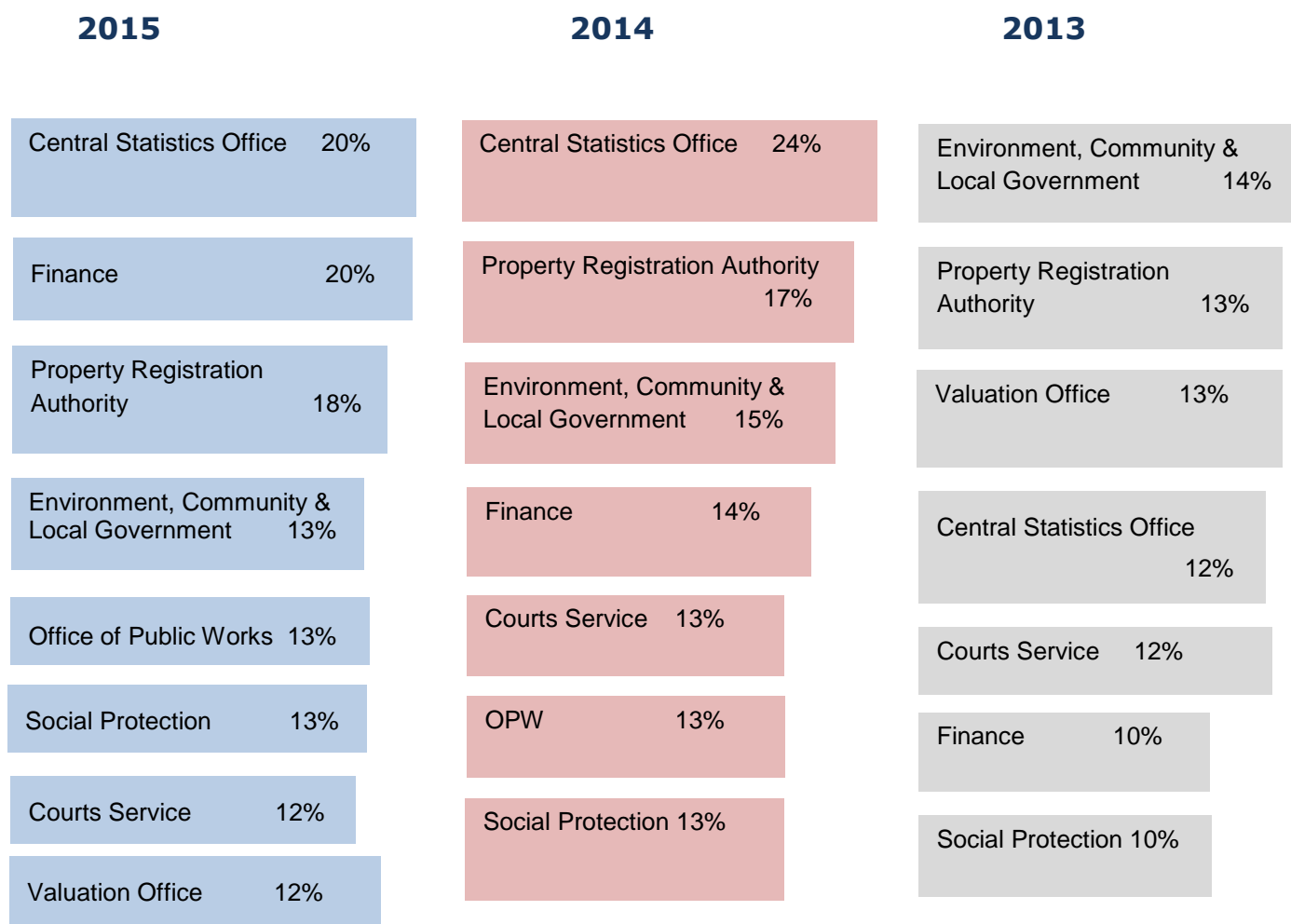
**2013**

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

\* Full breakdown available on page 16

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

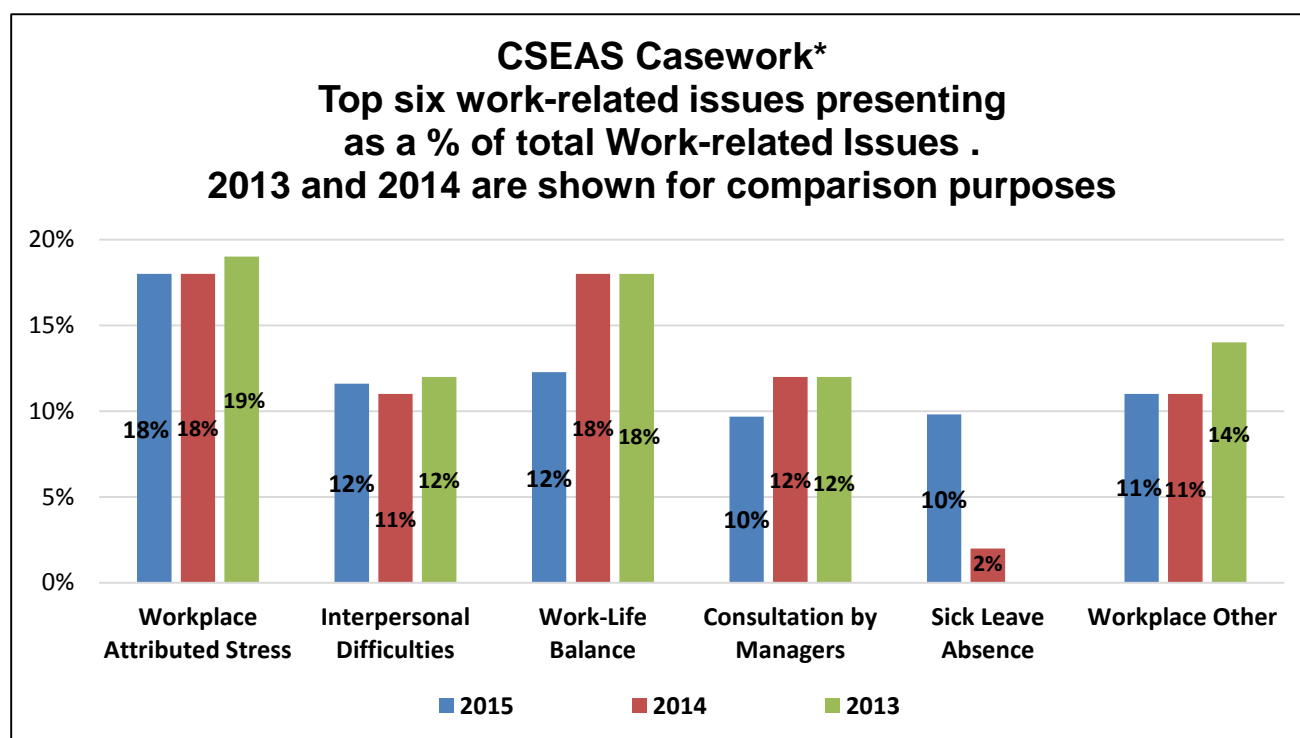
**Figure 5**



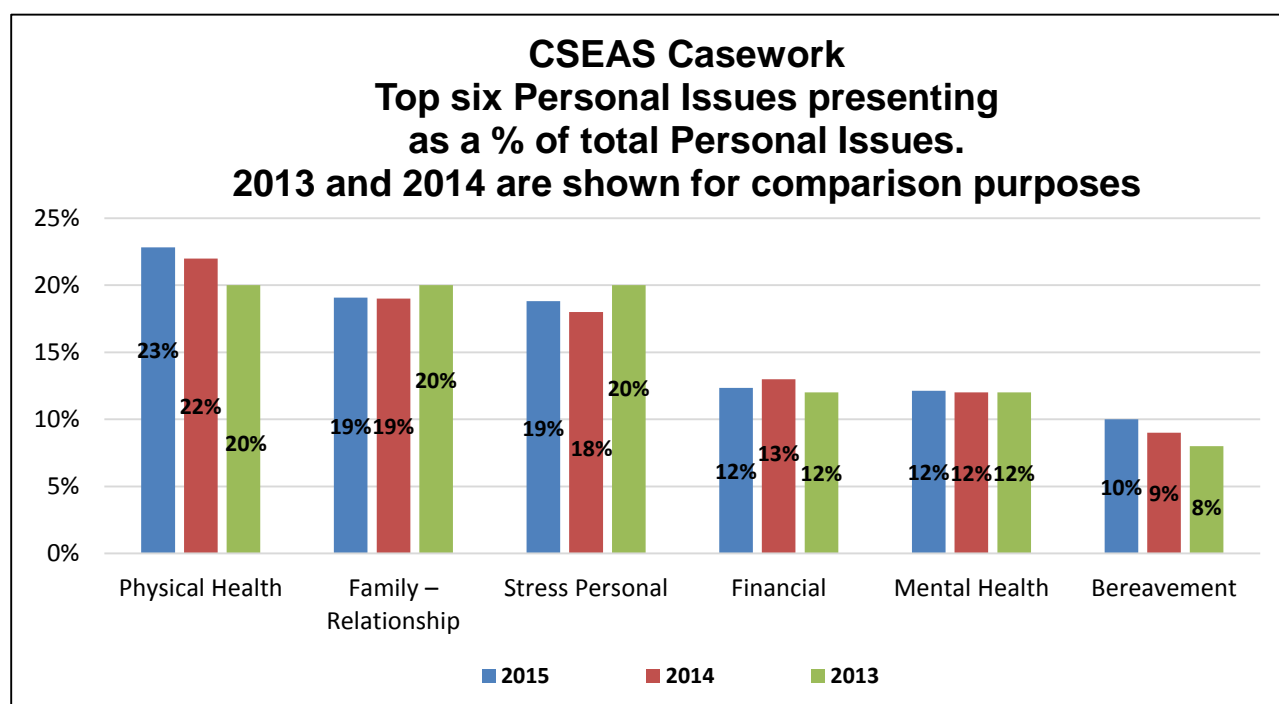
\* Full breakdown available on page 15



**Figure 6**



*Sick Leave Absence category was not available in 2013*



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

See page 19 for details

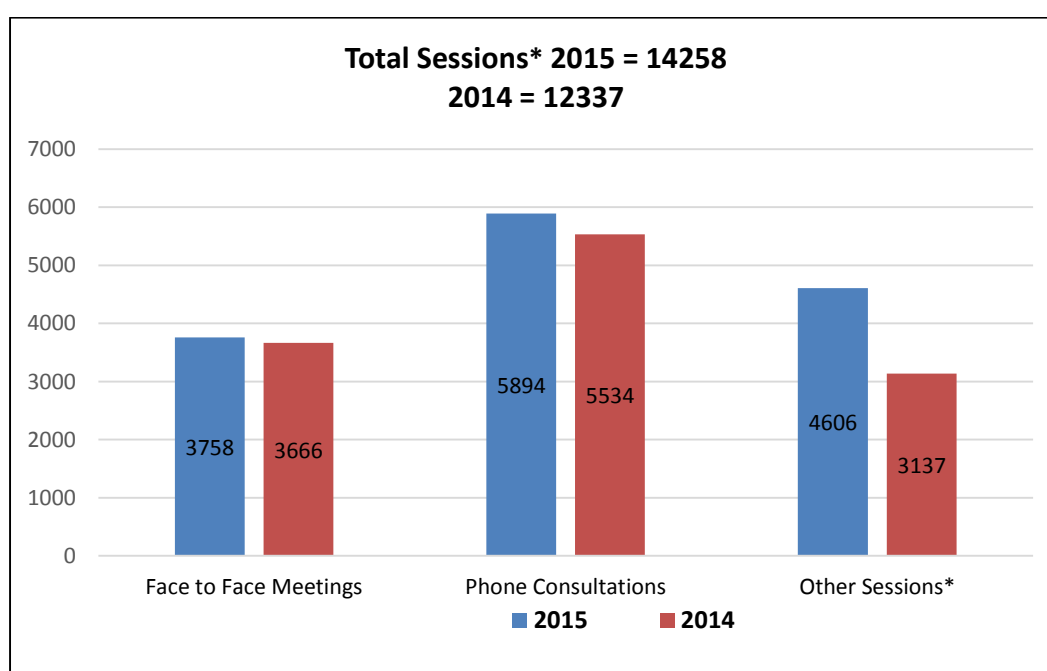
## CSEAS 2015 ACTIVITY

The tables and charts in this section outline CSEAS activities for 2015 and show the 2014 position for comparison purposes.

**CSEAS Contacts 2015 – Table 1**

Casework	Total cases 2015	2014	As a % of total cases 2015	2014
Work-Related Issues only	1264	1112	38%	33%
Personal Issues only	834	932	25%	28%
Personal & Work-Related Issues presenting together	1104	1112	33%	33%
Proactive Communication	122	188	4%	6%
<b>Total Casework</b>	<b>3324</b>	<b>3344</b>	<b>100%</b>	<b>100%</b>
Information Only Contacts	150	177		
<b>Overall Total</b>	<b>3474</b>	<b>3521</b>		

## CSEAS Sessions 2015



\* 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 2015 – Table 2**

Department	Number of Cases 2015	2014	As a % of serving staff in each Dept 2015	As a % of serving staff in each Dept 2014	Total Serving Established & Industrial end Sept 2015
Agriculture, Food and Marine	254	278	8%	9%	3138
Arts, Heritage and the Gaeltacht	55	61	10%	10%	577
Attorney General	9	8	7%	6%	138
Central Statistics Office	152	170	20%	24%	779
Chief State Solicitors Office	19	23	8%	9%	246
Children and Youth Affairs	12	16	7%	10%	162
Communications, Energy and Natural Resources	7	19	3%	7%	268
Courts Service	123	129	12%	13%	989
Defence	17	23	5%	6%	358
Education and Skills*	112	80	7%	5%	1627
Environment, Community and Local Government**	101	116	13%	15%	754
Finance	64	44	20%	14%	321
Foreign Affairs and Trade	77	88	6%	6%	1210
Health	35	30	10%	8%	365
Jobs, Enterprise and Innovation	52	63	6%	7%	857
Justice and Equality***	198	160	8%	7%	2473
Office of Public Works	200	202	13%	13%	1546
Oireachtas	21	12	4%	3%	534
Property Registration Authority	95	92	18%	17%	530
Public Expenditure and Reform ****	90	65	8%	6%	1124
Revenue Commissioners	631	644	10%	10%	6160
Social Protection	882	920	13%	13%	6960
Taoiseach	13	13	6%	7%	205
Transport, Tourism and Sport	43	41	9%	9%	456
Valuation Office	15	11	12%	9%	122
Group *****	47	36	7%	5%	723
<b>Total</b>	<b>3324</b>	<b>3344</b>			<b>32622</b>

\* 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 the State Laboratory

\*\*\*\*\* C&AG's, Ombudsman, Garda Ombudsman, PAS, Data Protection Commissioner, National Gallery, Presidents Establishment, Appeals Commissioner and DPP are grouped together to protect confidentiality

**CSEAS Casework by County 2015 – Table 3**

<b>County</b>	<b>Total CSEAS Cases by County</b>	<b>Total Staff in Civil Service by County (figures from DPER As at end Sept 2015)</b>	<b>% Usage (serving staff) by County across the Civil Service 2015</b>	<b>% Usage (serving staff) by County across the Civil Service 2014</b>
Abroad *	8	318	3%	1%
Carlow	30	191	16%	23%
Cavan	30	341	9%	10%
Clare	27	510	5%	6%
Cork	258	2051	13%	16%
Donegal	100	751	13%	13%
Dublin	1278	14990	9%	8%
Galway	70	848	8%	8%
Kerry	132	758	17%	17%
Kildare	45	938	5%	4%
Kilkenny	60	344	17%	13%
Laois	61	580	11%	9%
Leitrim	25	270	9%	9%
Limerick	127	1315	10%	11%
Longford	44	568	8%	10%
Louth	92	525	18%	18%
Mayo	130	626	21%	24%
Meath	79	559	14%	13%
Monaghan	40	143	28%	22%
Offaly	93	446	21%	20%
Roscommon	27	238	11%	17%
Sligo	180	840	21%	27%
Tipperary	106	764	14%	16%
Waterford	119	588	20%	19%
Westmeath	53	927	6%	6%
Wexford	85	733	12%	9%
Wicklow	25	138	18%	9%
Location unavailable	-	1322**	-	-
<b>Total</b>	<b>3324</b>	<b>32622***</b>		

\* Department of Foreign Affairs staff posted abroad (does not include local recruits who do not fall within the remit of the CSEAS)

\*\* 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

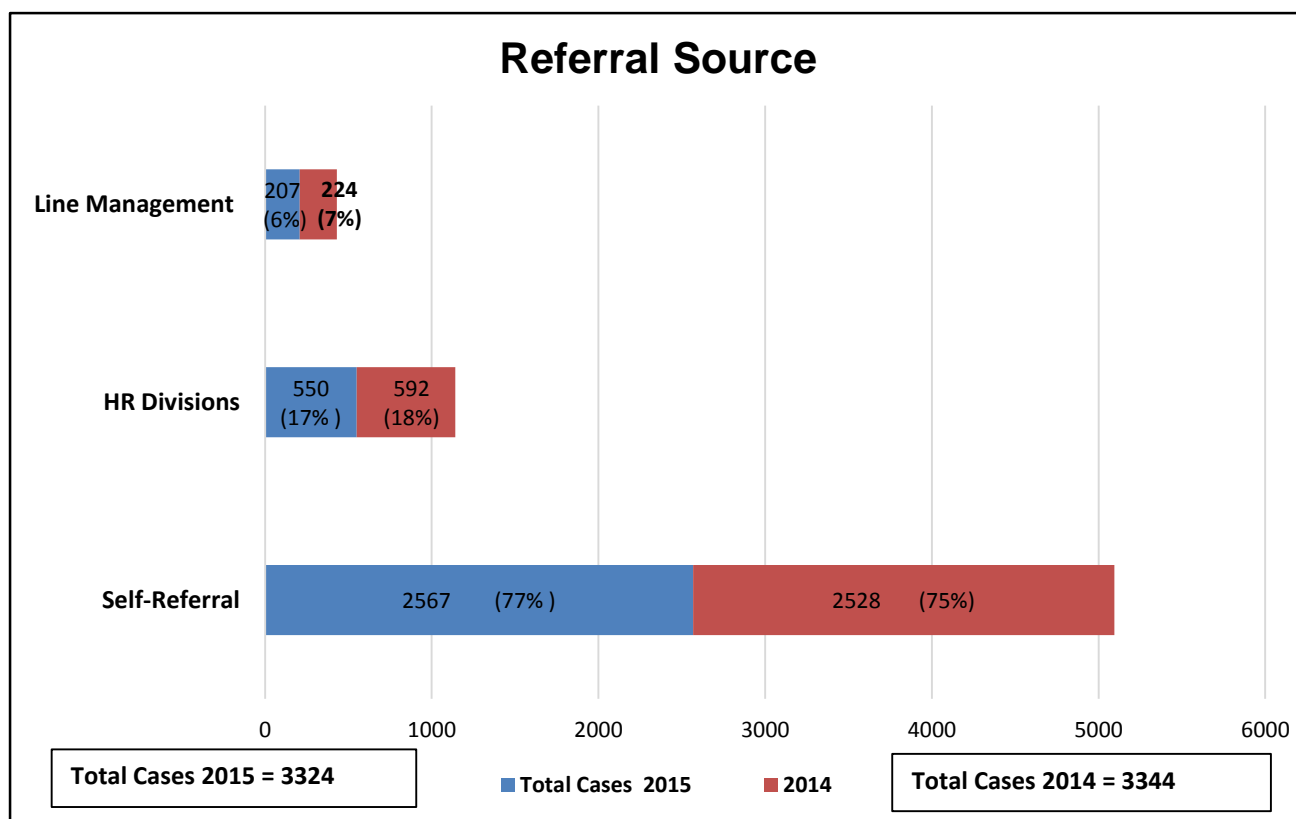
**CSEAS Casework by Grade 2015 – Table 4**

<b>Grade</b>	<b>Total Cases for 2015</b>	<b>2014</b>	<b>2015 Cases as a % of Serving Staff in each grade *</b>	<b>2014</b>
Assistant Principal	198	189	9%	6%
Clerical Officer	1298	1334	12%	12%
Cleaner	16	16	15%	13%
Executive Officer	533	563	10%	9%
Higher Executive Officer/AO	511	512	10%	8%
Principal Officer and Higher *	39	56	4%	4%
Service Officer	120	98	21%	13%
Staff Officer	115	92	9%	6%
State Industrial	138	138	10%	10%
Technical Professional *	264	245	5%	*
Unknown Grades **	77	83	–	–
Retired Staff/Family Member	15	18	N/A	N/A
<b>Total</b>	<b>3324</b>	<b>3344</b>		

\* 2015 Serving staff figures separate General Service Grades from Professional & Technical grade equivalents. This was not the case in 2014. Professional and Technical grade numbers were grouped with their General Service grade equivalent.

\*\* CSEAS Service Users for whom the grade was unknown

## CSEAS Casework by Referral Source 2015



Clients who contact the Service directly are regarded as self-referrals. Contacting the CSEAS directly may also be suggested by 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.

**CSEAS Casework by Category 2015 – Table 5**

<b>Case Category 2015</b>				
<b>Work-related Issues</b>	<b>Totals 2015</b>	<b>Totals 2014</b>	<b>As a % of Total Work-related Issues 2015</b>	<b>As a % of Total Work-related Issues 2014</b>
Career Prospects	241	242	8%	9%
Consultation by Managers	276	315	10%	12%
Critical Incident	94	59	3%	3%
Death in Service	30	33	1%	1%
Dignity at Work	96	85	3%	3%
Disciplinary Issue	64	49	2%	2%
Ill-Health Retirement	61	69	2%	3%
Interpersonal Difficulties	331	302	12%	11%
Retirement	168	141	6%	5%
Return to work issues	66	14	2%	1%
Sick Leave Absence	280	66	10%	2%
Work-Life Balance	350	483	12%	18%
Workplace Attributed Stress	498	480	18%	18%
Workplace Other *	298	305	11%	12%
<b>Total</b>	<b>2853</b>	<b>2643</b>	<b>100%</b>	<b>100%</b>
<b>Personal Issues</b>	<b>Totals 2015</b>	<b>Totals 2014</b>	<b>As a % of Total Personal Issues 2015</b>	<b>As a % of Total Personal Issues 2014</b>
Substance abuse / Addictive Behaviour**	44	52	2%	2%
Bereavement	222	227	10%	9%
Family – Relationship	447	485	19%	19%
Financial	289	330	12%	13%
Mental Health	284	299	12%	12%
Physical Health	535	544	23%	22%
Stress Personal	441	455	19%	18%
Personal Other *	81	107	3%	5%
<b>Total</b>	<b>2343</b>	<b>2499</b>	<b>100%</b>	<b>100%</b>
<b>Overall Total</b>	<b>5196</b>	<b>5101</b>		

\* These categories includes issues such as personal hygiene, coping with change, other personal challenges outside of those categorised

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

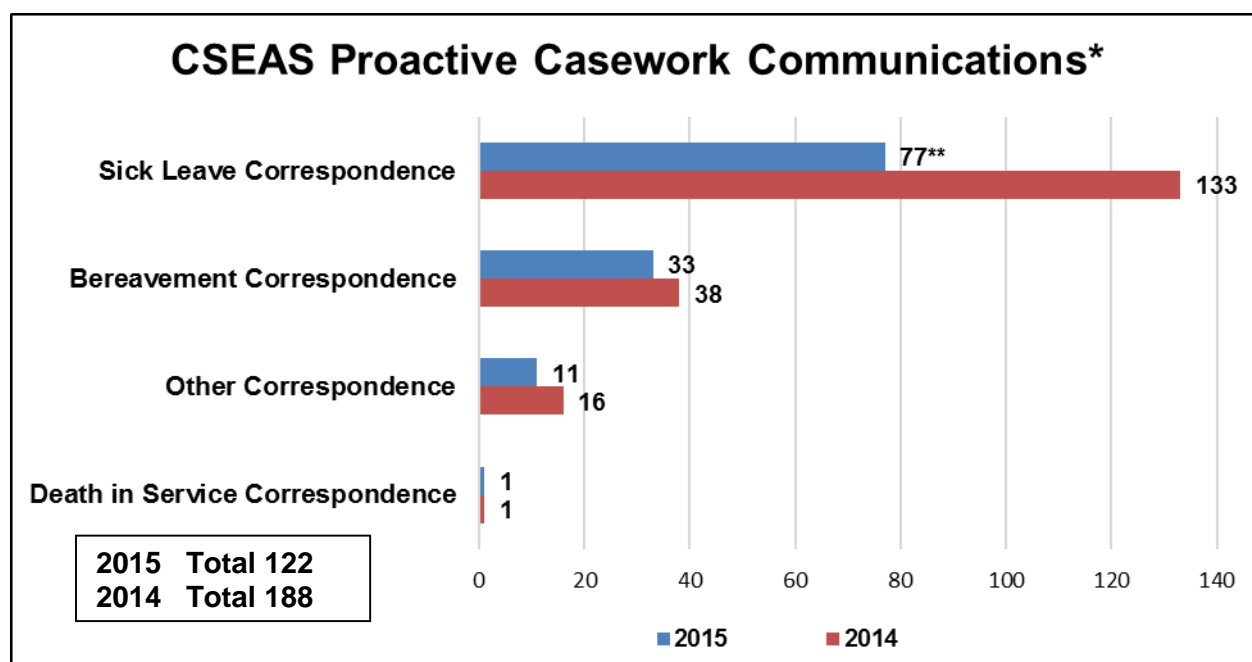
Those using the CSEAS often wish to discuss a combination of issues. These issues are reflected individually in the figures above.

## CSEAS Proactive Casework Communications 2015

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).

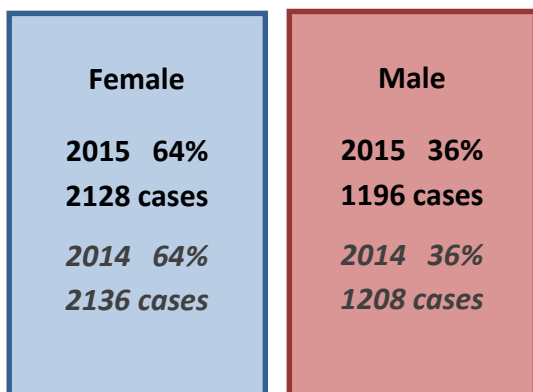


\* These statistics refer to those to whom the CSEAS offered support and who chose not to avail of the CSEAS at that time

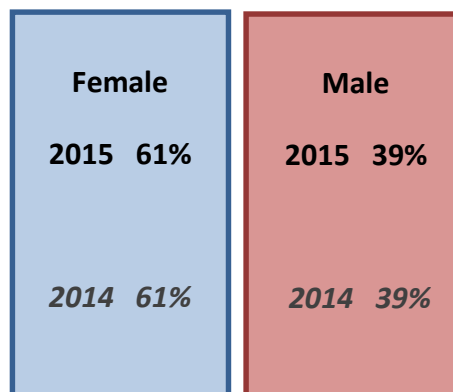
\*\* The variance between 2015 and 2014 is due to the fact that more staff members availed of the Service in 2015 upon receiving the CSEAS proactive communication

## CSEAS – Client Profile

### CSEAS CLIENTS 2015 AND 2014



### CIVIL SERVICE GENDER PROFILE 2015 AND 2014



**CSEAS usage by gender  
unchanged between 2015  
and 2014**

**Civil Service gender profile  
unchanged between 2015  
and 2014**

## 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 swiftly and systematically to a presenting crisis. EAOs responded to five such occurrences in 2015. 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 their return to normal functioning and resuming responsibilities after the event. The use of internal resources in such circumstances can result in a cost benefit to the organisation. Additionally, staff members can avail of the CSEAS on a one-to-one basis for support when impacted by a workplace critical incident. In 2015, 94 civil servants who were affected by a workplace critical incident availed of one-to-one support with 59 doing so in 2014. Workplace critical incidents include death/serious injury, assault, personal threat or robbery, fire or accident in the workplace.

## Dignity at Work

The Department of Public Expenditure and Reform published its revised policy, [Dignity at Work: An Anti-Bullying, Harassment and Sexual Harassment Policy for the Irish Civil Service](#), which came into effect on 20<sup>th</sup> February 2015. The CSEAS contributed to the preparation of this policy. As part of the revised procedures, Employee Assistance Officers (EAOs) of the CSEAS are named as Contact Persons for those Departments and Offices that fall within its remit. Promoting a respectful, dignified and positive working environment is the key aim of the policy and the CSEAS strongly supports this ethos. The CSEAS adopts a proactive approach in this regard and delivered 15 presentations across Departments and Offices on different aspects of this topic in 2015. During the year 10 civil servants made contact with EAOs in their role as Contact Persons. Furthermore, in addition to this, 86 civil servants used the CSEAS as a support in relation to Dignity at Work Issues.



## Suicide and Bereavement

In 2015 the Government launched a new national strategy to help reduce suicide in Ireland called [Connecting for Life, Ireland's National Strategy to Reduce Suicide 2015-2020](#). The vision of this strategy is to have "An Ireland where fewer lives are lost through suicide, and where communities and individuals are empowered to improve their mental health and wellbeing"<sup>4</sup>. The Irish Hospice Foundation publication [Breaking the Silence in the Workplace, a Guide for Employers on Responding to Suicide in the Workplace](#), published in 2012, encourages employer organisations to respond as a community to "break the silence in the workplace and speak about suicide".



During 2015 the CSEAS engaged with 60 service users who had either been impacted by suicide, or had thought about suicide themselves. 2015 is the first year that statistics of this nature have been collated by the CSEAS. Clearly the Civil Service is not immune to the impact of suicide. The CSEAS communications strategy aims, inter alia, to promote positive mental health in the workplace and a number of initiatives in this regard have been implemented. In 2015 the CSEAS published two leaflets on suicide; "Suicide – Information for those affected by Suicide" and "Suicide – Information for those in Suicidal Distress". Both leaflets were circulated throughout the Civil Service.

Senator Marie Louise O'Donnell's publication in 2015 entitled [Finite Lives: a study in how the State deals with issues relating to end of life](#), reported on how the Civil Service deals with dying, death and bereavement among its own members. This has raised awareness of the significant impact end of life issues and bereavement, including suicide, have on us all. The Senator's research<sup>5</sup> shows that in the 2 year period prior to the publication of the report, approximately 11% of death-in-service incidents in the Civil Service were as a result of suicide. The CSEAS is mentioned positively in the report. Some respondents to the survey conducted as part of the study cited the availability of the CSEAS as the most helpful support identified

<sup>4</sup> Connecting for Life, Ireland's National Strategy to Reduce Suicide 2015-2020 Page 28

<sup>5</sup> Appendix 4 Finite Lives A Study in how the State deals with issues relating to end of life by Senator Marie Louise O'Donnell 2015



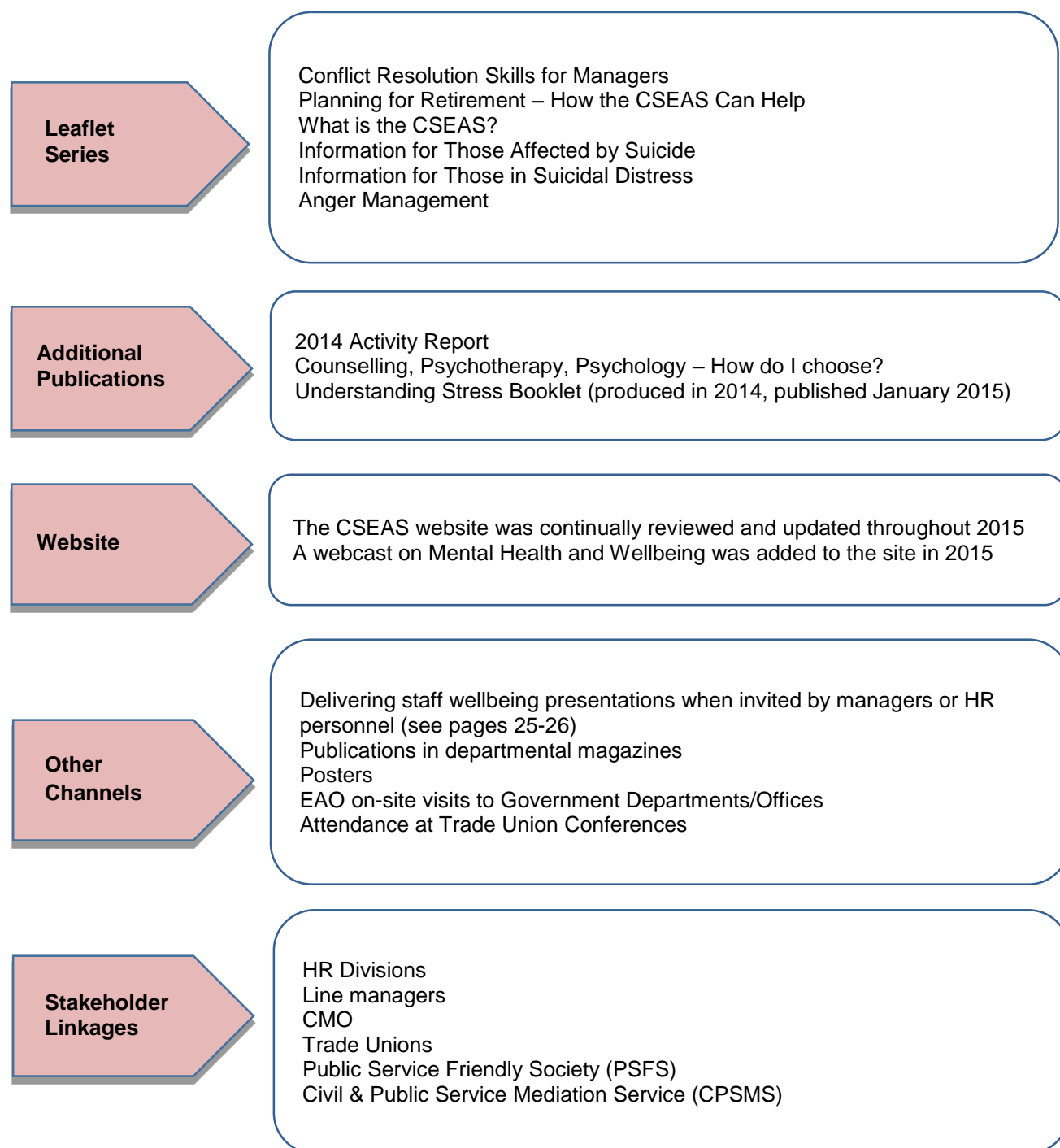
in dealing with issues around dying, death and bereavement. In the report it was also noted that there was an overwhelmingly positive response to the services provided by the CSEAS including personal contact and support for managers, HR personnel and individual staff. The value of the suite of leaflets and on-line information from the CSEAS was also cited.

Bereavement is certain to affect all of us at some point in our lives. Having workplace supports such as the CSEAS can greatly help those experiencing grief. The CSEAS publication “Helping the Bereaved at Work”, reviewed in 2015, aims to assist managers and colleagues in providing a supportive workplace community. In 2015 over 220 service users availed of the CSEAS for support in relation to bereavement issues. CSEAS publications dealing with the above issues are available to download from the CSEAS website [www.cseas.per.gov.ie](http://www.cseas.per.gov.ie)

# CSEAS COMMUNICATIONS STRATEGY 2015

## 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 find additional ways of communicating the broad spectrum of services provided. Communications in 2015 include



## Presentations 2015

The CSEAS proactively delivers “lunch & learn” and other health & wellbeing initiatives on a variety of topics across many Government Departments/Offices throughout the country. These presentations 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 management and staff in the requesting organisation. For ease of categorisation, the table below lists the presentations delivered in 2015, itemised by reference to the main topic of the presentation.

**Table 6**

<b>Topic</b>	<b>Department/Office/Others</b>	<b>Number</b>	<b>Total</b>
<b>Information on the CSEAS</b>	Agriculture, Food and the Marine	3	<b>49</b>
	Central Statistics Office and Field Staff	5	
	Chief State Solicitors Office	1	
	Comptroller and Auditor General	2	
	Courts Service	1	
	Defence	1	
	Education & Skills	2	
	Foreign Affairs and Trade	2	
	Garda Ombudsman	1	
	Impact Bi-annual Delegate Conference	1	
	Office of the Ombudsman	1	
	Office of Public Works	2	
	Office of the Revenue Commissioners	12	
	Public Expenditure and Reform	8	
	Social Protection	5	
	Valuation Office	2	
<b>Stress Management</b>	Arts Heritage and the Gaeltacht	13	<b>33</b>
	Central Statistics Office	2	
	Comptroller and Auditor General	2	
	Defence	1	
	Education and Skills	4	
	Finance	2	
	Justice and Equality	1	
	National Gallery	3	
	Office of Public Works	2	
	Public Expenditure and Reform	1	
	Valuation Office	2	
<b>Dealing with Difficult Phone Calls</b>	Health	1	<b>1</b>

Topic	Department/Office/Others	Number	Total
<b>The CSEAS as a Resource for Managers</b>	Impact Trade Union (D/Agriculture No 1 Branch)	1	<b>3</b>
	PSEU ADC	1	
	Social Protection	1	
<b>Positive Working Environment / Dignity at Work / Harmony at Work</b>	Comptroller and Auditor General	2	<b>15</b>
	Justice and Equality	2	
	Met Éireann	1	
	Office of Public Works	4	
	Office of the Revenue Commissioners	2	
	Social Protection	4	
<b>Health and Wellbeing / Self Care</b>	Defence	1	<b>12</b>
	Office of the Revenue Commissioners	8	
	Social Protection	3	
<b>Mindfulness</b>	Arts Heritage and the Gaeltacht	3	<b>9</b>
	Director of Public Prosecutions	2	
	Health	2	
	Office of the Revenue Commissioners	1	
	Presidents Establishment	1	
<b>Bereavement</b>	Agriculture, Food and Marine	1	<b>5</b>
	Children and Youth Affairs	1	
	Office of Public Works	1	
	Office of the Revenue Commissioners	2	
<b>Planning for Retirement – Input to courses run by CSTDC/IPA or by various Departments</b>	Office of Public Works	2	<b>4</b>
	Office of the Revenue Commissioners	1	
	Public Expenditure and Reform	1	
<b>Positive Mental Health Topics</b>	Agriculture, Food and Marine	2	<b>43</b>
	Arts, Heritage and the Gaeltacht	2	
	Attorney General	2	
	Defence	2	
	Environment, Community and Local Government	3	
	Health	2	
	Office of the Ombudsman	1	
	Office of the Revenue Commissioners	16	
	Public Expenditure and Reform	11	
	Social Protection	2	
<b>Effective Communication</b>	Director of Public Prosecutions	1	<b>1</b>
<b>CBT</b>	State Laboratory	1	<b>1</b>
<b>Trauma</b>	Foreign Affairs and Trade	1	<b>1</b>
<b>TOTAL</b>			<b>177</b>

## Stakeholder Linkages

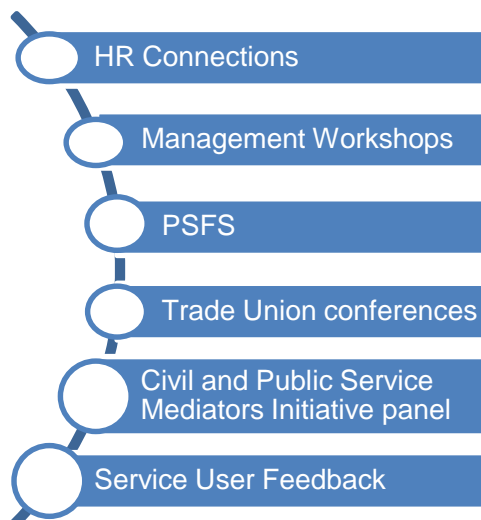
Continuing engagement with its stakeholders is a vital component in the work of the CSEAS. This is done in a number of ways including management workshops with HR Divisions, on-the-ground engagement with HR personnel, representation from the stakeholder groupings on the CSEAS Advisory Committee, feedback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

Representatives of the CSEAS were present at a number of DPER Town Hall meetings, held as part of the Civil Service renewal plan. CSEAS attendance at the meetings was requested to ensure that personal support would be available to any staff member present, should it be required.

A CSEAS representative joined the Healthy Workplaces Framework sub-group of the Healthy Ireland National Framework. This is the new national framework for action to improve the health and wellbeing of the population of Ireland over the coming generation. CSEAS core values and objectives, as set out in our Mission Statement (page ii), align directly with the aim of this sub-group.

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.psfs.ie](http://www.psfs.ie)

The CSEAS also has links with the **Civil and Public Service Mediators Service (CPSMS)**. A member of the CSEAS is a trained mediator and is listed on the CPSMS 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 (EOs) in the CSEAS 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 to seek 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.

# CONTACTING THE CSEAS



**Central Phone  
Number**

**0761 00 00 30**



**cseas@per.gov.ie**



**www.cseas.per.gov.ie**



**CSEAS**

**Department of Public Expenditure and Reform**

**3rd Floor, St. Stephen's Green House**

**Earlsfort Terrace**

**Dublin 2**

**D02 PH42**

**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 2015

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**Lorus Collum**  
**Manager**



**Derek Hollingsworth**  
**Office Administration**

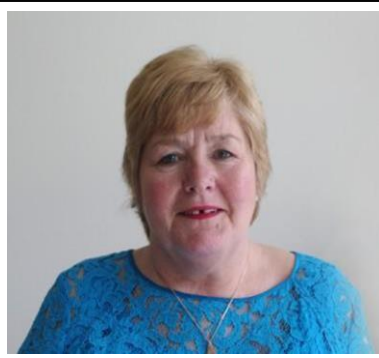
## Employee Assistance Officers



**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**

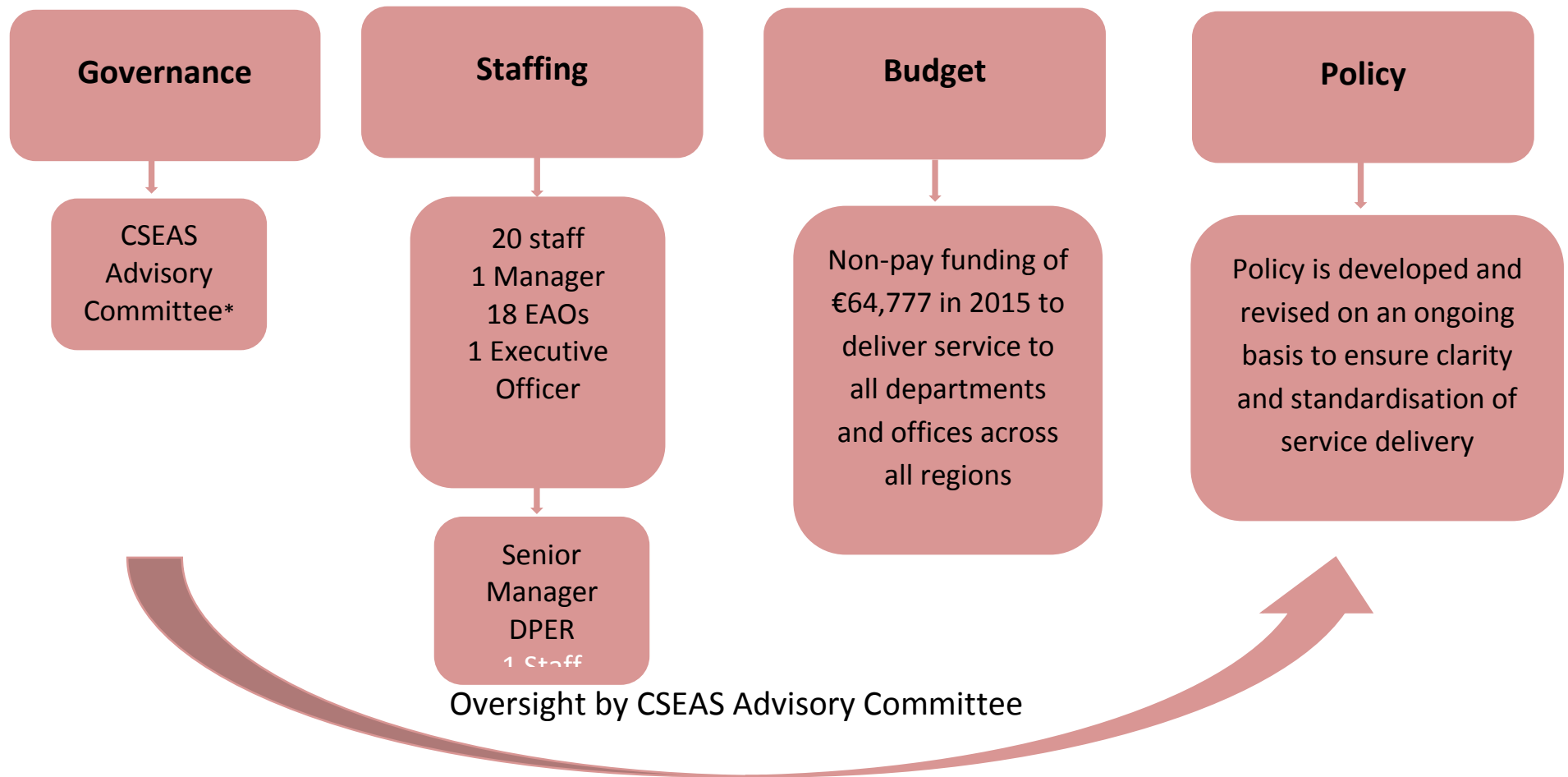


**Deirdre Farrell**

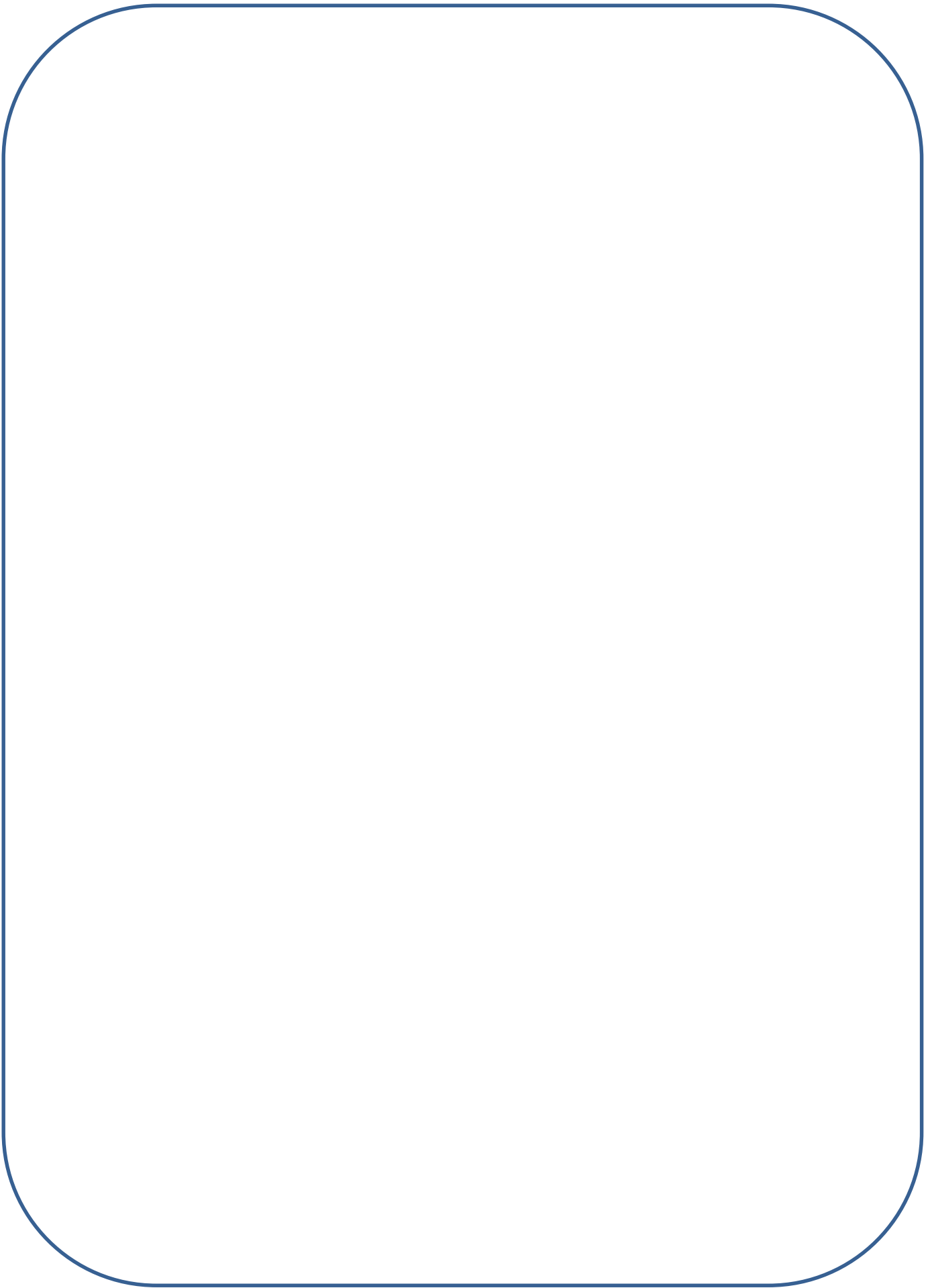


**Philip O'Callaghan**

## 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. 2015 Personnel Officer representatives were from the Departments of Children and Youth Affairs, Transport Tourism and Sport, Health, Environment Community and Local Government, the Courts Service and the Office of Public Works. Representatives change every 2 years on a phased basis, with some overlap to ensure continuity of experience on the Advisory Committee. During 2015 representatives from the Courts Service and the Office of Public Works stood down. Officers from the Departments of Health and Environment Community and Local Government 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](http://www.cseas.per.gov.ie)



**Civil Service Employee  
Assistance Service  
(CSEAS)**

**CSEAS ACTIVITY REPORT 2015**

**May 2016**