

Civil Service Employee Assistance Service (CSEAS)

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Activity Report 2017





See Appendix 5 [About the CSEAS](#) for further details

CSEAS Website www.cseas.per.gov.ie

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

14% of Civil Servants made contact with the CSEAS in 2017

10% One-to-one client casework

4% CSEAS Helpdesk Contacts/information requests

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 2017 including State Industrial Staff but excluding Garda Civilians, Prisons' staff, local recruits serving abroad for whom EAP cover is outside the remit of the CSEAS.

FOREWORD

I am delighted to present the 2017 Activity Report of the Civil Service Employee Assistance Service (CSEAS). The CSEAS forms an important element of the Human Resource (HR) structure within the Civil Service. Centralised within my Department, the CSEAS provides services and supports on a regional basis to all civil servants. The CSEAS is an essential component of an ethos of promoting employee wellness, resilience and organisational effectiveness. This ethos is ably supported by the CSEAS through its service delivery and communications strategy which augments and supports the work of line managers and HR Divisions in this regard.

In 2017, 14% of staff availed of CSEAS services. This high level of usage demonstrates the integration of the CSEAS across the Civil Service as a key health and wellbeing resource for staff and management. As detailed in this report, service delivery ranged from delivering pro-active wellbeing initiatives to supporting staff and people managers in addressing work/life challenges. Having this service in place for civil servants helps them to perform to their full potential and contributes to the building and sustaining of a resilient workforce.

The People Strategy for the Civil Service (2017-2020) sets out the main HR priorities for the Civil Service for the coming years. Amongst these priorities is positioning the Civil Service as an employer of choice, endeavouring to attract and retain an engaged and talented workforce across all sectors. This effort will enable the continuity and building of a diverse and dynamic workforce into the future, one in which there is a commitment to retain, support and value staff and recognise managers as people developers. Placed within the Civil Service HR Division, the CSEAS is essential to the delivery of these goals.

The Civil Service is an evolving and dynamic work environment. The delivery of high quality services to all citizens is of utmost importance. The Irish Civil Service Customer Satisfaction Survey 2017, reported that overall customer satisfaction levels for both service delivery and outcome are at the highest level recorded to date, with both measures exceeding 80%. Sustaining organisational performance is vital and is supported by the promotion of a cultural ethos of wellbeing, positive physical and mental health, within a positive working environment. The CSEAS plays an integral role in this regard.

I would like to thank the staff of the CSEAS for their hard work throughout 2017 which is detailed in this Activity Report. I wish the CSEAS every success for 2018 and beyond.

A handwritten signature in black ink, appearing to read 'Paschal Donohoe', with a horizontal line underneath.

Paschal Donohoe T.D.

Minister for Finance and Public Expenditure and Reform

INTRODUCTION

This Report presents the CSEAS activity for 2017, with a detailed breakdown of service usage, profiled by reference to grade, Department/Office, region, gender and issue type.

The CSEAS plays an important role in the development and maintenance of a healthy and resilient workforce. Through engagement with all stakeholders and responding to ongoing and emerging needs, it supports the Civil Service as it continues the process of renewal.

In 2017, the CSEAS had another productive year. This is indicated by the

- sustained high level of usage
- broad range of issues presented
- take up in all Departments/Offices
- take up in all counties/regions
- feedback that the Service is a valued resource for staff and management
- ongoing promotion of the Service by management/HR Divisions
- recognition of the importance of early intervention to prevent further problematic issues arising
- role played by the CSEAS in supporting organisational effectiveness to maximise productivity

Snapshots for outturns in 2017 can be viewed in the panel across and in the pages that follow. The appendices provide a more in-depth breakdown of CSEAS activities in 2017.

CSEAS Key Facts 2017

- 14% of serving civil servants contacted the Service
 - 10% one-to-one client casework
 - 4% queries and/or callers to the central CSEAS helpdesk

The numerical breakdown of the above percentages are:

- 4,855 civil servants contacted the CSEAS of which
 - 3,353 engaged in one-to-one client casework
 - 1,372 telephoned/e-mailed the central CSEAS helpdesk
 - 130 contacted seeking information only
- 12,732 sessions* were provided
- 12% of work-related issues were manager consultations about staff welfare concerns
- 230 presentations were delivered across government departments/offices on topical issues as part of Health & Wellbeing Programmes, Induction Sessions and Management Development Programmes
 - Based on average attendance patterns at these presentations, the CSEAS addressed approximately 5,000 Civil Servants
- The CSEAS responded to 4 workplace critical incidents
 - 65 staff members personally impacted by critical incidents received one-to-one support
- 62 staff members received support in relation to suicide and/or the impact of suicide
- CSEAS Connect (CSEAS newsletter) – 3rd issue published
- Introduction to Mindfulness leaflet published
- Self-care Awareness for HR Staff - 4 pilot workshops delivered

**Sessions refer to service user contacts and/or contacts on their behalf (face to face, phone, e-mail, text)*

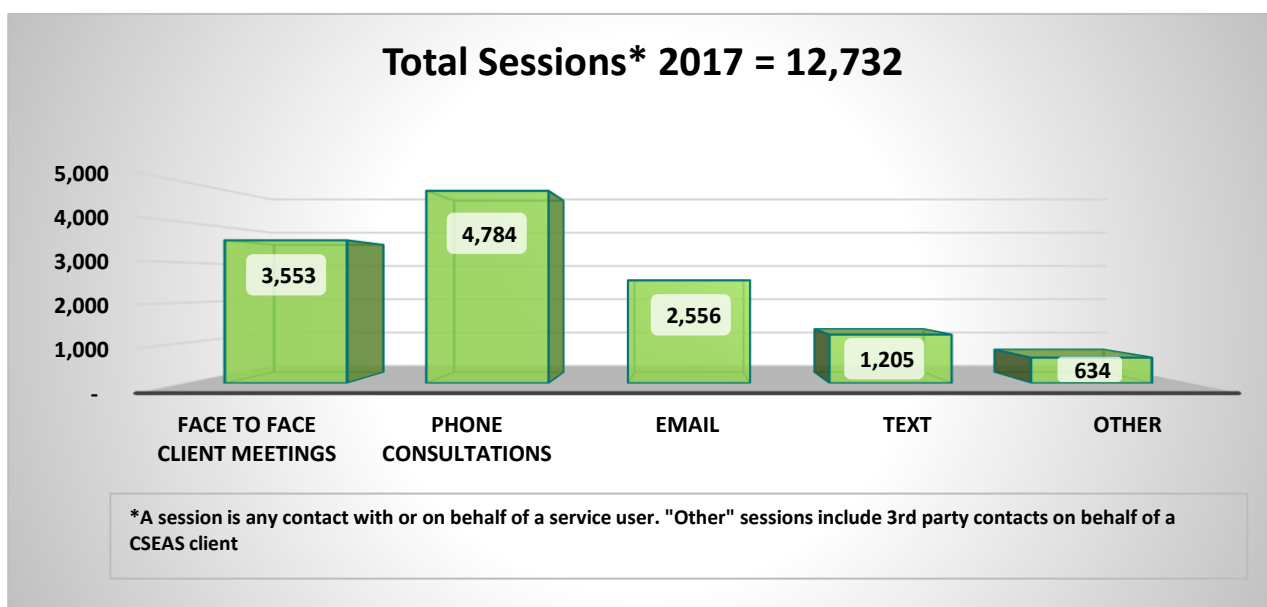
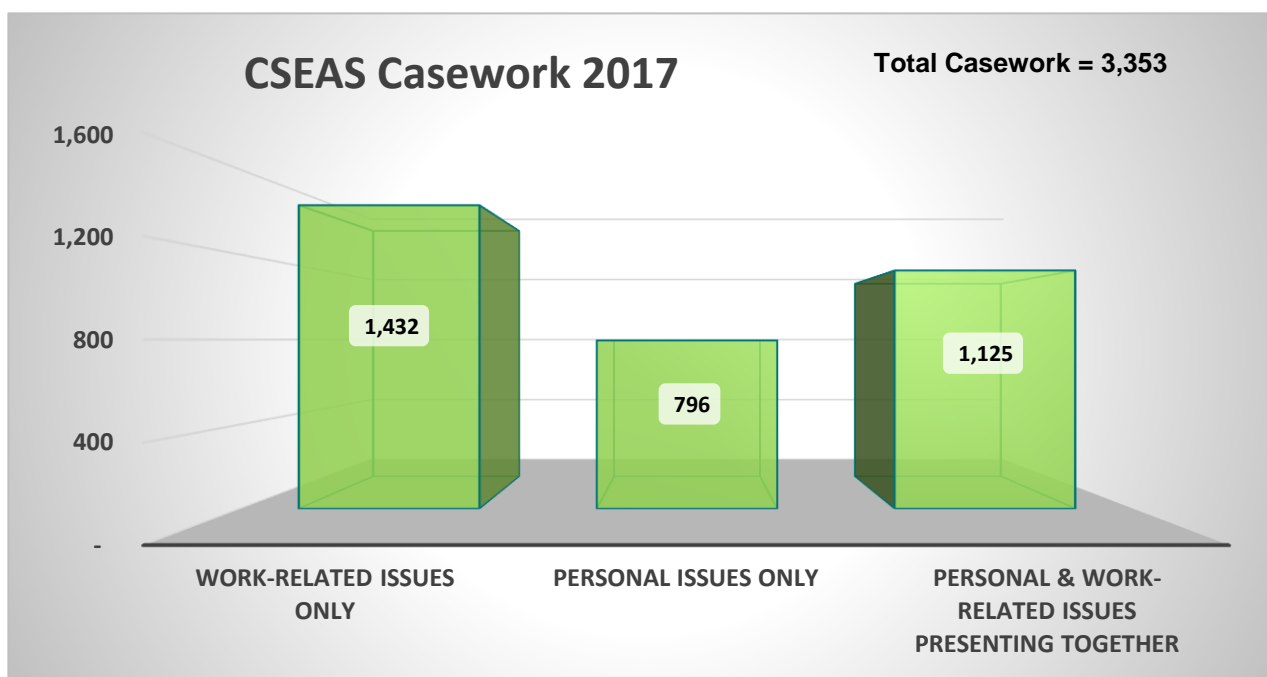
CSEAS 2017 ACTIVITY SNAPSHOT

See Appendix 1 for details

14% of Civil Servants contacted the CSEAS in 2017

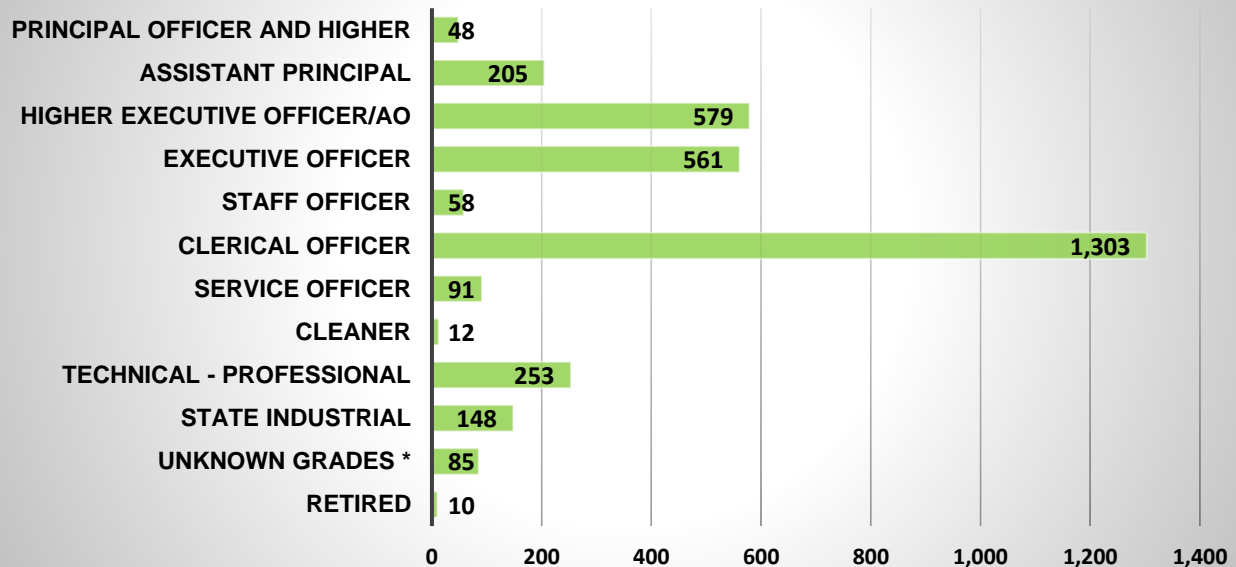
10% = Casework

4% = CSEAS Helpdesk Contacts/information requests



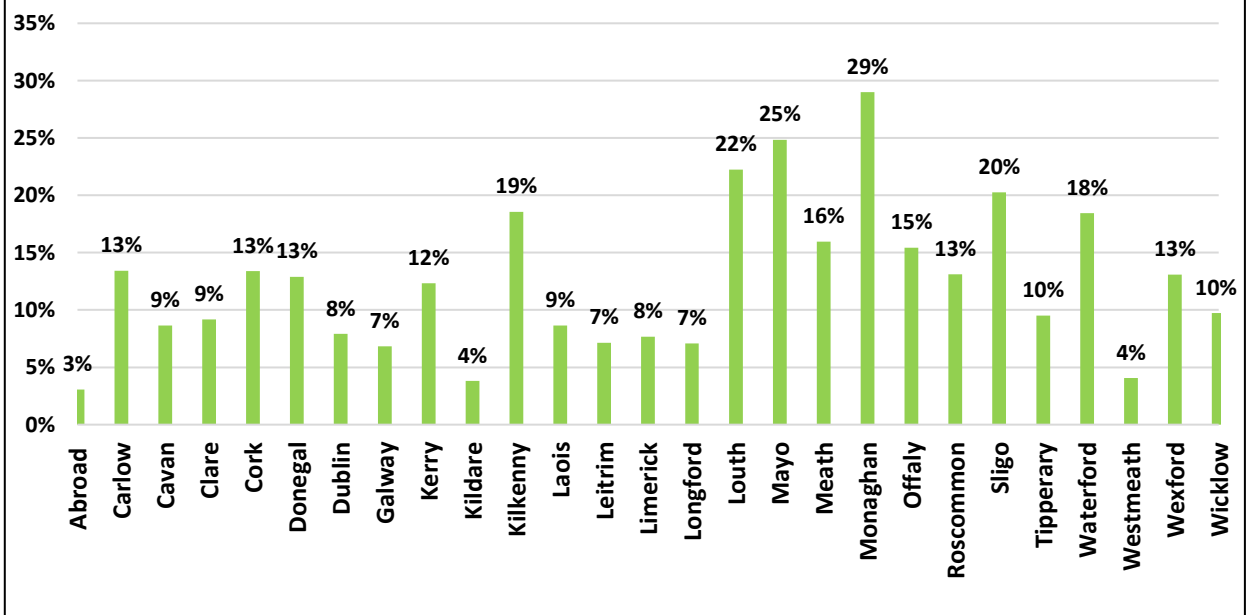
CSEAS Casework by Grade 2017

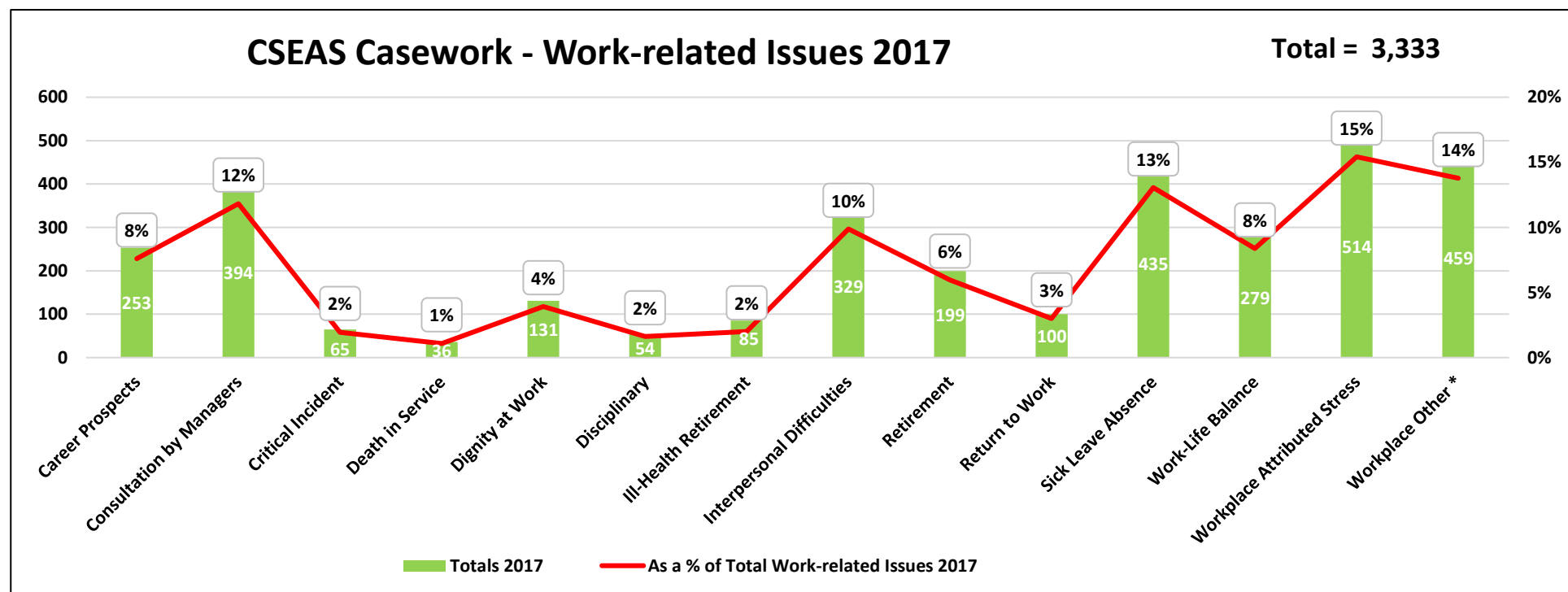
Total Casework = 3,353



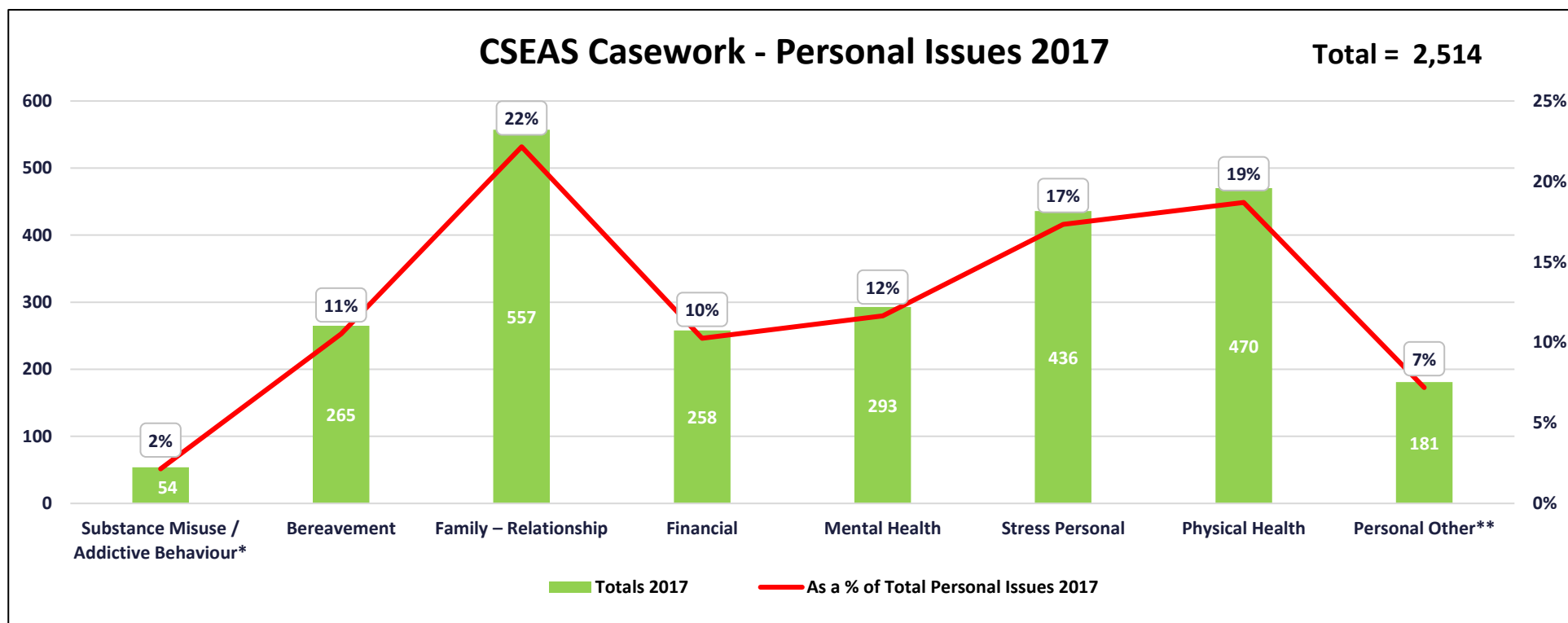
* Unknown Grades refers to CSEAS cases where the grade is unknown

% Usage (serving staff) by County across the Civil Service 2017



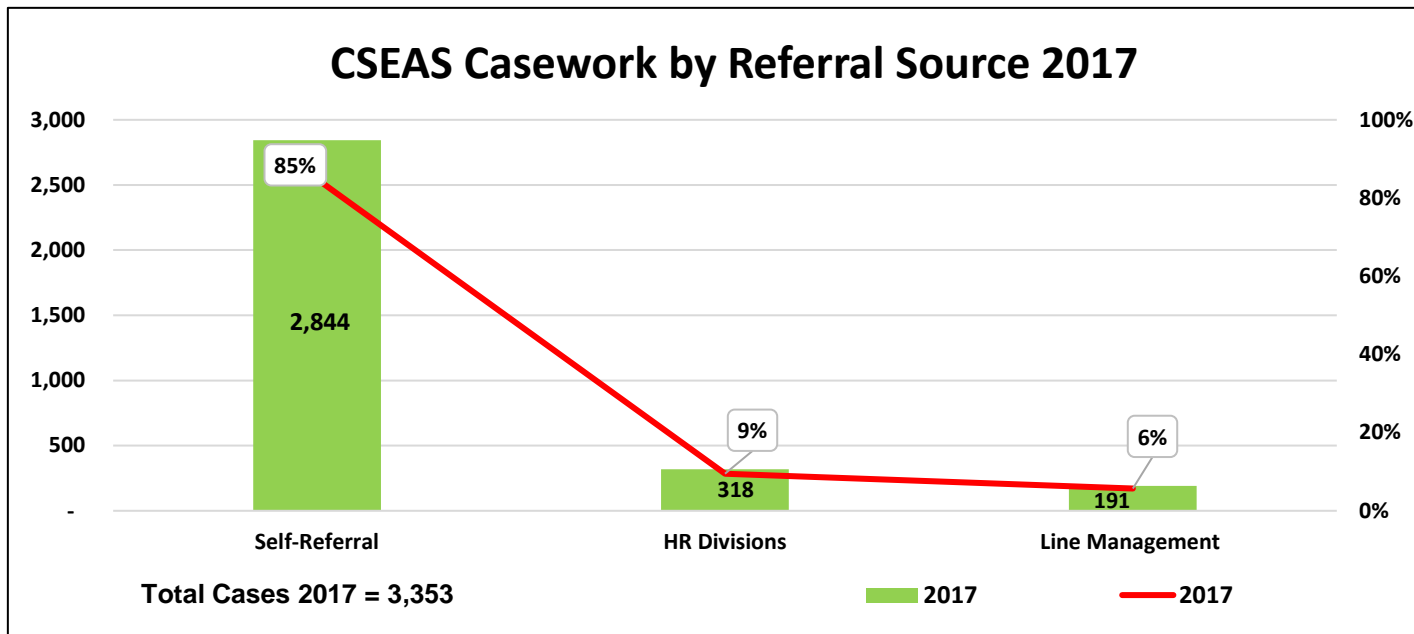


* This category include issues such as personal hygiene, coping with change and other challenges excluding those categorised



* This category includes issues with alcohol, drugs, gambling, internet etc.

** This category include issues such as coping with change and other challenges excluding those categorised

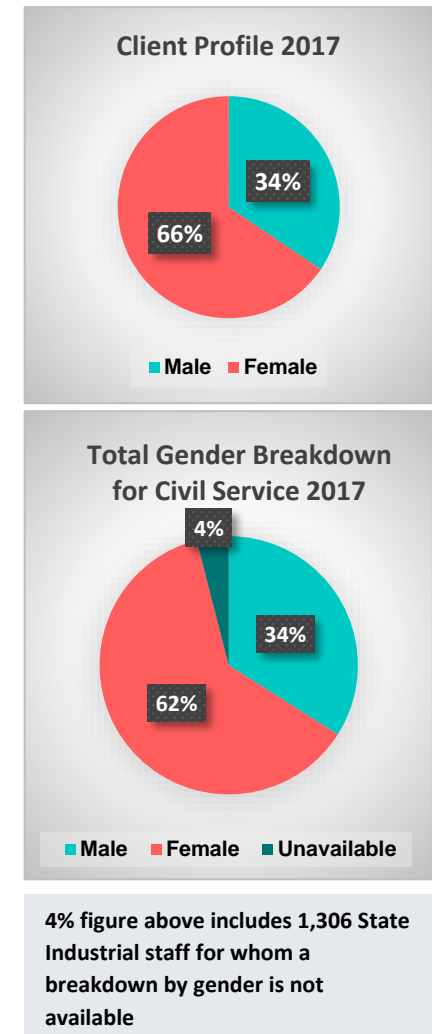


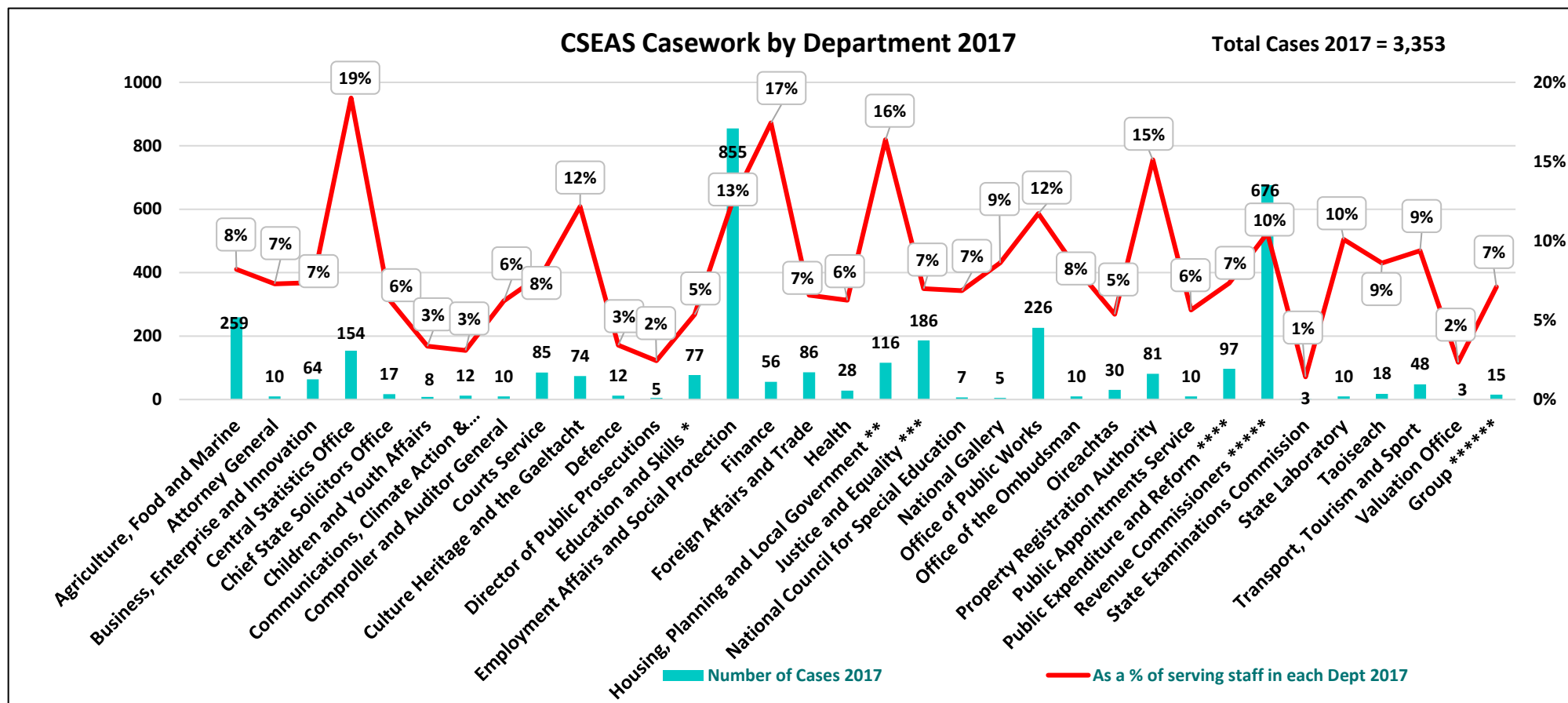
Casework by Referral Source 2017

Clients who contact the Service directly are regarded as self-referrals.

Suggested referrals are treated as self-referrals by the CSEAS. Staff members may contact the CSEAS directly at the suggestion of any of the following:

- HR
- Line Manager
- CMO
- Colleague
- Union





- * includes National Council for Curriculum and Assessment, Commission to Inquire into Child Abuse and the Residential Institutions Redress Board
- ** includes Met Éireann
- *** includes civil servants in the Irish Prison Service, IHREC, Legal Aid Board and Policing Authority
- **** includes National Shared Services Office and Office of Government Procurement
- ***** includes Tax Appeals Commission
- ***** includes President's Establishment, Garda Ombudsman, National Library, Data Protection Commissioner

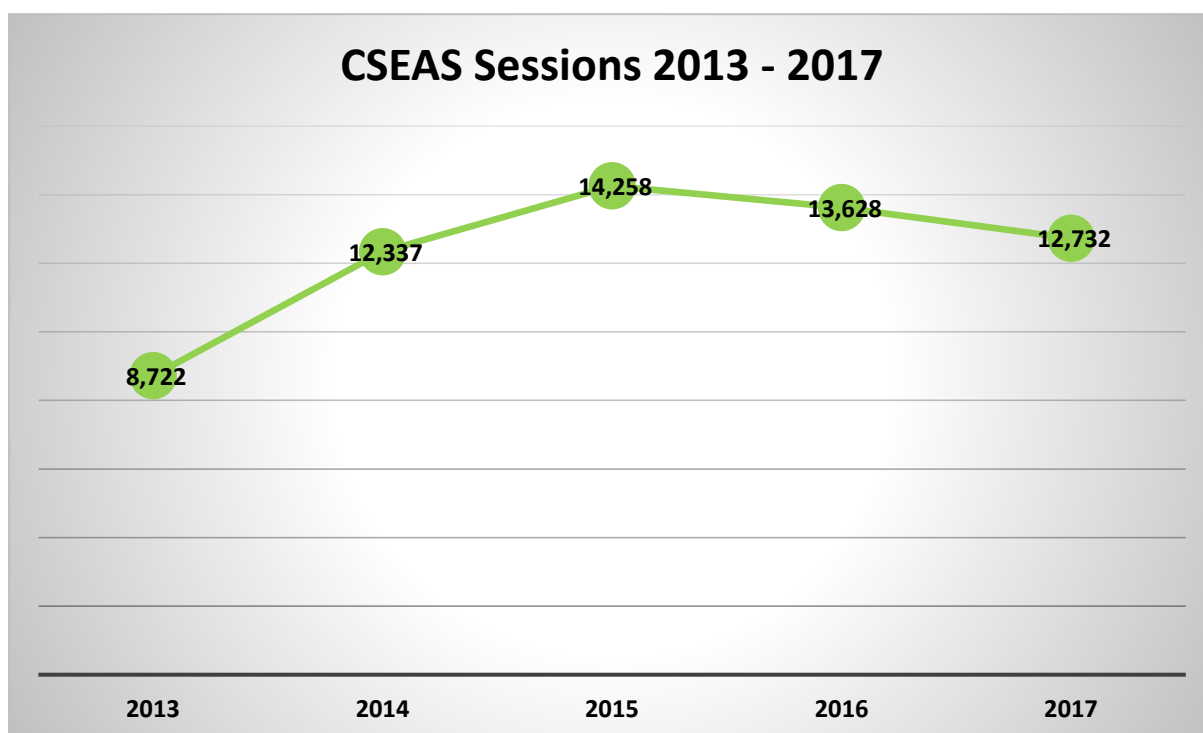
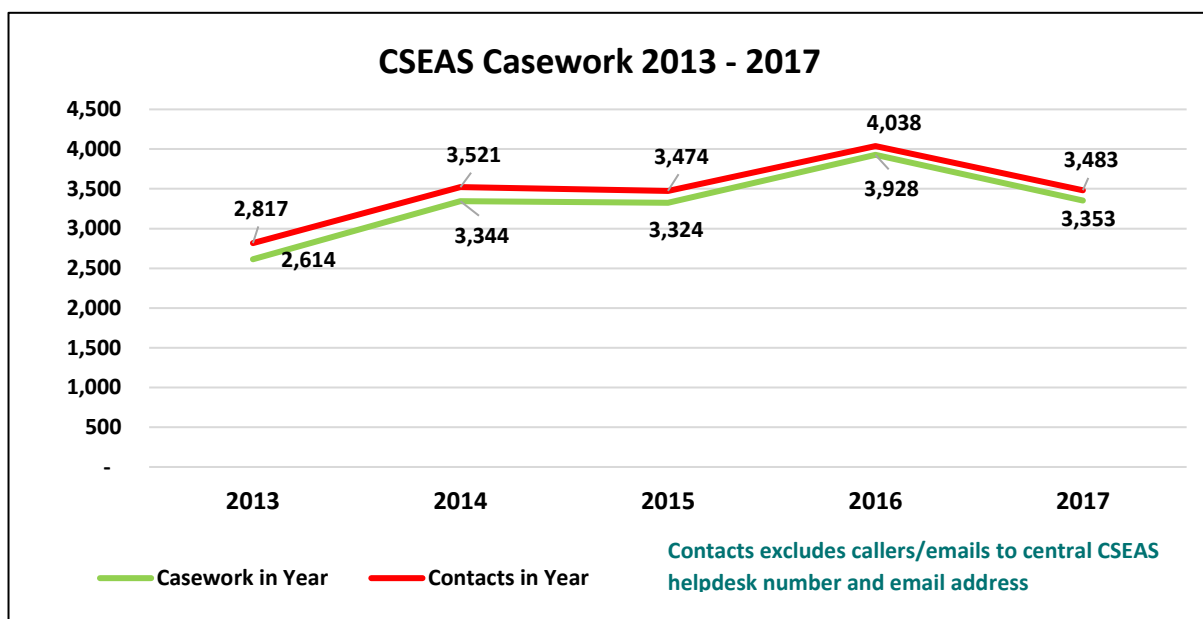
STAKEHOLDER LINKAGES AT A GLANCE

Continuing engagement with its stakeholders is a vital component in the work of the CSEAS. See [Appendix 4](#) for details.

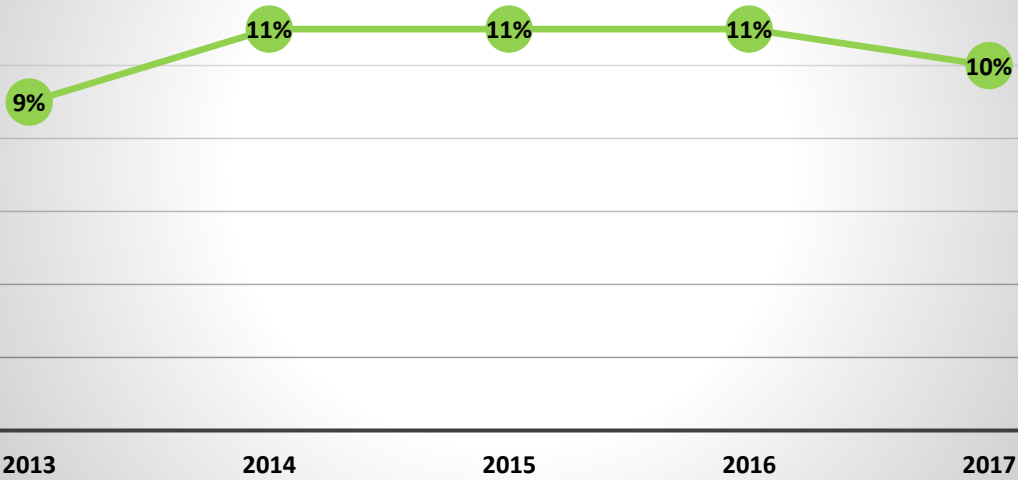


* See [CONTACTING THE CSEAS](#)

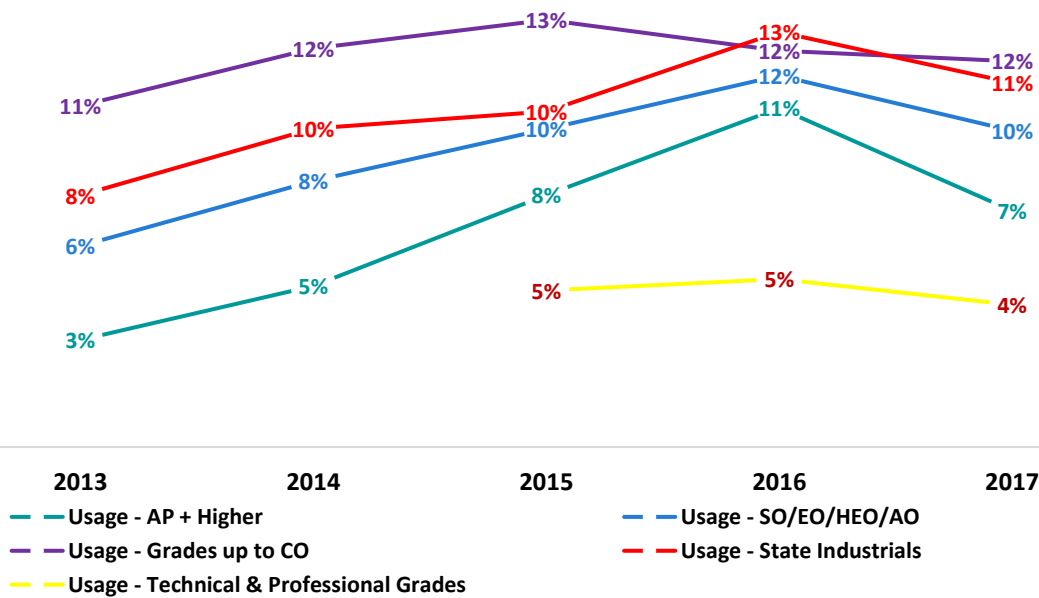
CSEAS ACTIVITY TRENDS 2013 - 2017



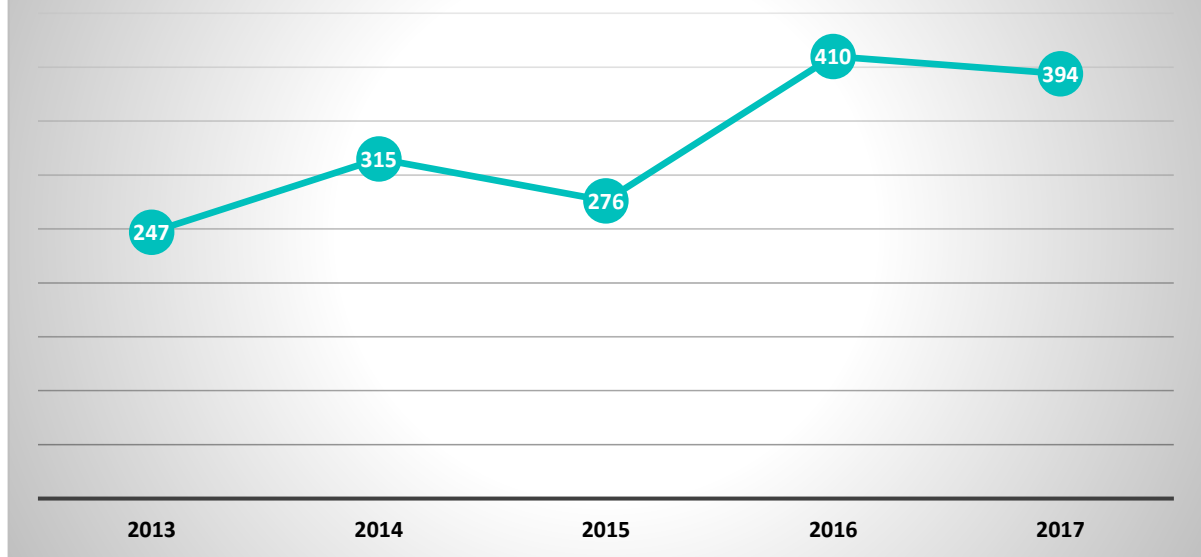
CSEAS one-to-one usage across the Civil Service 2013 – 2017



CSEAS one-to-one usage by Grade 2013 - 2017

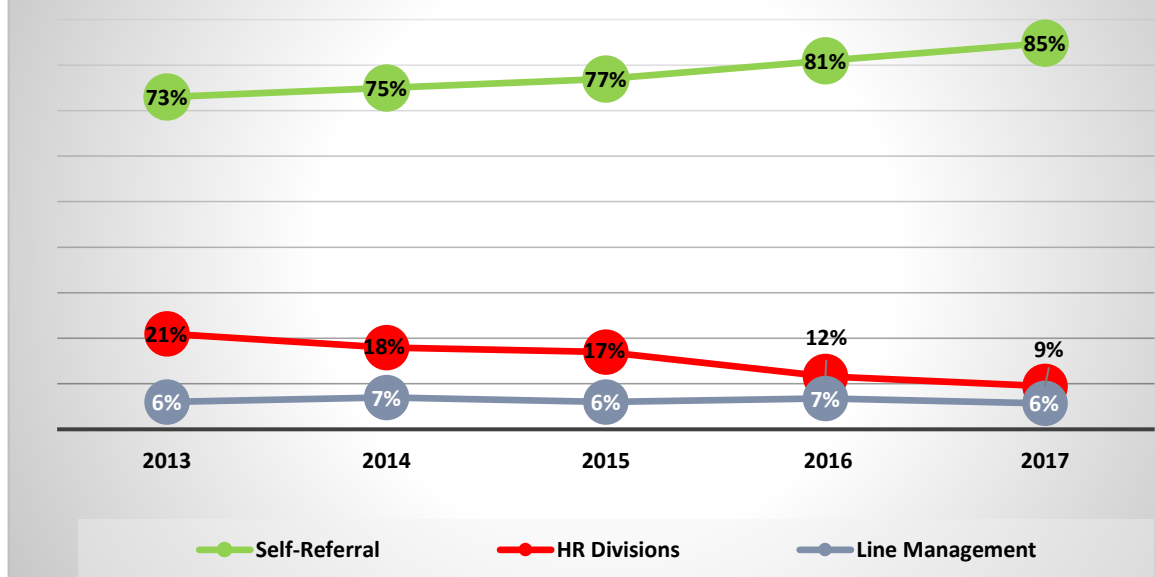


Consultation by Managers *



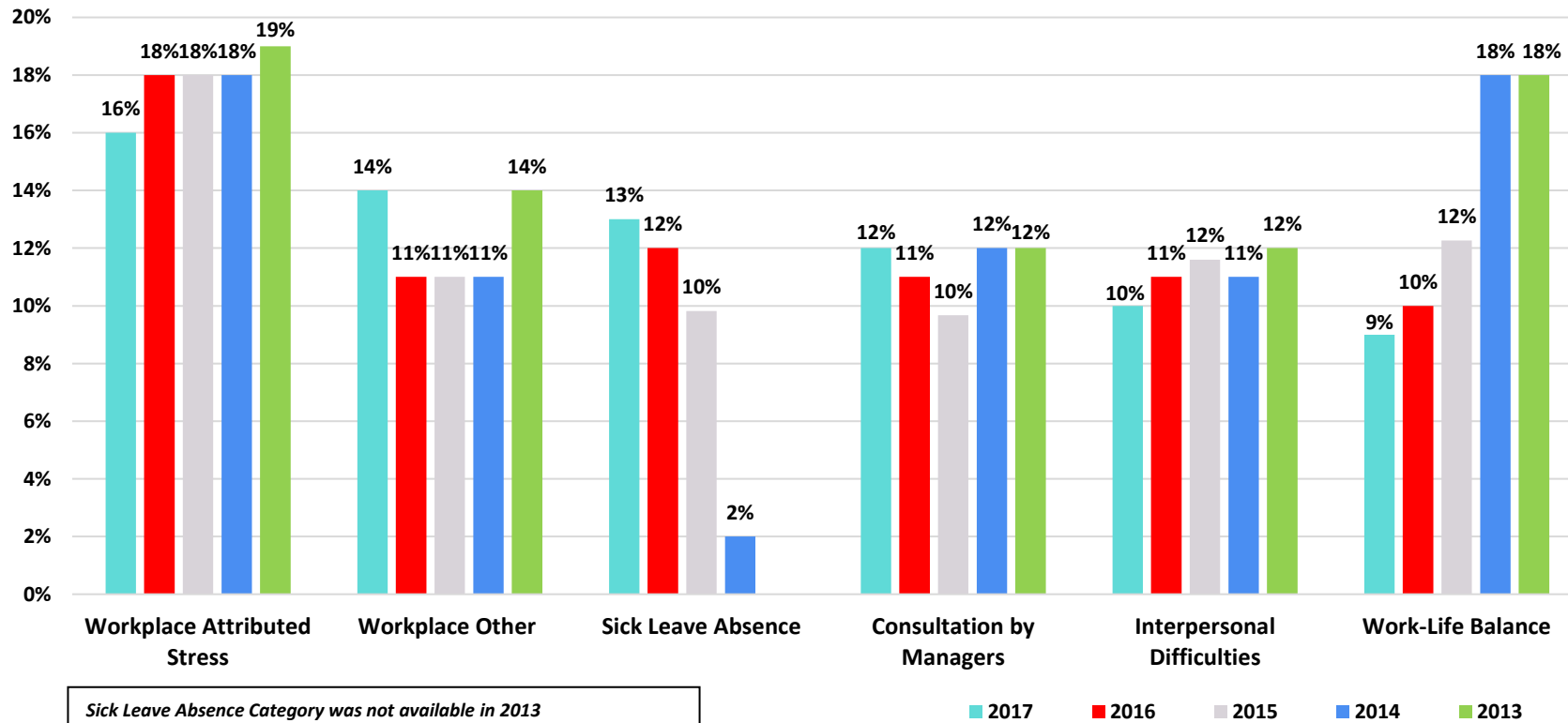
* Consultation by managers in their role as People Managers

Casework by Referral Source 2013 - 2017



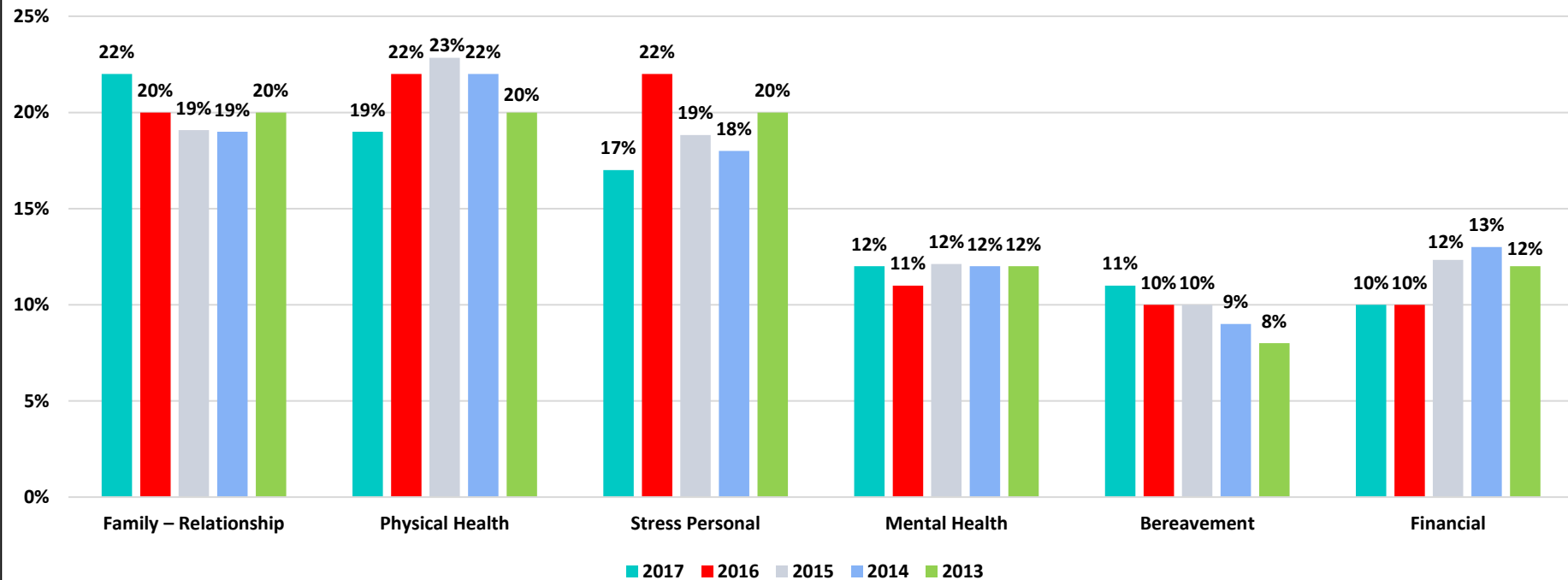
CSEAS Casework 2017

Top six work-related issues presenting as a % of total Work-related Issues
(2013 to 2016 are shown for comparison purposes)



“Workplace Other” includes issues such as coping with change, personal hygiene, other miscellaneous challenges not categorised on the CSEAS database

CSEAS Casework 2017
Top six personal issues presenting as a % of total Personal Issues
(2013 to 2016 are shown for comparison purposes)



APPENDICES

APPENDIX 1: DETAILS OF CSEAS ACTIVITY 2017

Table 1: CSEAS Casework by Department/Office 2017

	Number of Cases 2017	As a % of serving staff in each Dept	Total Serving Established & Industrial end Sept 2017
Agriculture, Food and Marine	259	8%	3154
Attorney General	10	7%	137
Business, Enterprise and Innovation	64	7%	869
Central Statistics Office	154	19%	810
Chief State Solicitors Office	17	6%	270
Children and Youth Affairs	8	3%	238
Communications, Climate Action & Environment	12	3%	387
Comptroller and Auditor General	10	6%	161
Courts Service	85	8%	1076
Culture Heritage and the Gaeltacht	74	12%	608
Defence	12	3%	350
Director of Public Prosecutions	5	2%	205
Education and Skills *	77	5%	1437
Employment Affairs and Social Protection	855	13%	6821
Finance	56	17%	321
Foreign Affairs and Trade	86	7%	1308
Health	28	6%	447
Housing, Planning and Local Government **	116	16%	708
Justice and Equality ***	186	7%	2659
National Council for Special Education	7	7%	102
National Gallery	5	9%	58
Office of Public Works	226	12%	1928
Office of the Ombudsman	10	8%	121
Oireachtas	30	5%	558
Property Registration Authority	81	15%	536
Public Appointments Service	10	6%	177
Public Expenditure and Reform ****	97	7%	1322
Revenue Commissioners *****	676	10%	6442
State Examinations Commission	3	1%	210
State Laboratory	10	10%	99
Taoiseach	18	9%	209
Transport, Tourism and Sport	48	9%	512
Valuation Office	3	2%	128
Group *****	15	7%	211
Total	3353		34579

* includes National Council for Curriculum and Assessment, Commission to Inquire into Child Abuse and the Residential Institutions Redress Board

** includes Met Éireann

*** includes civil servants in the Irish Prison Service, IHREC, Legal Aid Board and Policing Authority

**** includes National Shared Services Office and Office of Government Procurement

***** includes Tax Appeals Commission

***** includes President's Establishment, Garda Ombudsman, National Library, Data Protection Commissioner

Table 2: CSEAS Casework by County 2017

County	Total CSEAS Cases by County	Total Staff in Civil Service by County*	% Usage (serving staff) by County across the Civil Service 2017
Abroad **	11	358	3%
Carlow	27	201	13%
Cavan	31	358	9%
Clare	47	512	9%
Cork	284	2119	13%
Donegal	107	830	13%
Dublin	1,282	16202	8%
Galway	61	892	7%
Kerry	102	827	12%
Kildare	38	998	4%
Kilkenny	83	447	19%
Laois	52	602	9%
Leitrim	20	280	7%
Limerick	111	1449	8%
Longford	43	608	7%
Louth	125	562	22%
Mayo	153	616	25%
Meath	118	739	16%
Monaghan	38	131	29%
Offaly	74	480	15%
Roscommon	32	244	13%
Sligo	167	824	20%
Tipperary	76	799	10%
Waterford	116	629	18%
Westmeath	41	1009	4%
Wexford	99	757	13%
Wicklow	15	154	10%
Location unavailable		952	
Total	3,353	34579 ***	

* Figures from DPER as at end Sept 2017

** Staff posted abroad figure does not include local recruits

*** Includes State Industrial Staff. Excludes Garda Civilians and Prison Officers as they do not come within the remit of the CSEAS

Table 3: CSEAS Casework by Grade 2017

Grade	Total Cases 2017	Cases as a % of Serving Staff in each grade	Numbers in grades¹
Assistant Principal	205	9%	2,406
Clerical Officer	1303	12%	11,061
Cleaner	12	9%	127
Executive Officer	561	10%	5,642
Higher Executive Officer/AO	579	11%	5,428
Principal Officer and Higher	48	5%	1,038
Service Officer	91	17%	527
Staff Officer	58	5%	1,103
State Industrial	148	11%	1,306
Technical Professional	253	4%	5,716
Unknown Grades *	85	38%	225
Retired Staff/Family Member **	10		
Total	3,353		34,579

¹ Separating General Service Grades from Professional & Technical Equivalents

* CSEAS service users for whom the grade was unknown

** This category relates mainly to Death in Service / Death of retired staff member

Table 4: CSEAS Casework by Category 2017

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

Case Category		
Work-related Issues	Totals 2017	As a % of Total Work-related Issues 2017
Career Prospects	253	8%
Consultation by Managers:	394	12%
Critical Incident	65	2%
Death in Service	36	1%
Dignity at Work	131	4%
Disciplinary	54	2%
Ill-Health Retirement	85	2%
Interpersonal Difficulties	329	10%
Retirement	199	6%
Return to Work	100	3%
Sick Leave Absence	435	13%
Work-Life Balance	279	8%
Workplace Attributed Stress	514	15%
Workplace Other *	459	14%
Total	3333	100%
Personal Issues	Totals 2017	As a % of Total Personal Issues 2017
Substance Misuse / Addictive Behaviour**	54	2%
Bereavement	265	11%
Family – Relationship	557	22%
Financial	258	10%
Mental Health	293	12%
Stress Personal	436	17%
Physical Health	470	19%
Personal Other*	181	7%
Total	2514	100%
Overall Total	5847	

* These categories include issues such as personal hygiene, coping with change and other challenges excluding those categorised

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

APPENDIX 2: CSEAS HEALTH AND WELLBEING PROMOTION 2017

At the request of Government Department/Offices, the CSEAS is available to deliver presentations/workshops on a variety of topics. These sessions 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 these instances. The table below outlines our work in this area in 2017 categorised by Department/Office.

Department/Office/Union	Title	Number	Total
Agriculture, Food and the Marine	Information on the CSEAS	3	4
	Stress Management	1	
Attorney General	Information on the CSEAS	1	1
Business, Enterprise and Innovation	Stress Management	1	1
Central Statistics Office	Bereavement	1	6
	Conflict Resolution	1	
	Information on the CSEAS	2	
	CSEAS Input into Departmental Planning for Retirement Courses	1	
	Stress Management	1	
Chief State Solicitor's Office	Information on the CSEAS	1	1
Communication, Climate Action and Environment	Health and Wellbeing / Self Care	1	4
	Information on the CSEAS	2	
	Self-Care for HR staff	1	
Comptroller and Auditor General	Mindfulness	1	2
	Harmony at Work	1	
CPSU ADC	Information on the CSEAS	1	1
Culture, Heritage and the Gaeltacht	Harmony at Work	1	3
	Stress Management	2	
Defence	Health and Wellbeing/Self-Care	1	1
Director of Public Prosecutions	Effective Communication	2	2
Education & Skills	Dealing with Difficult Phone Calls / Distressed Customers	4	11
	Health and Wellbeing / Self-Care	2	
	Information on the CSEAS	4	
	Positive Mental Health / Building Resilience	1	

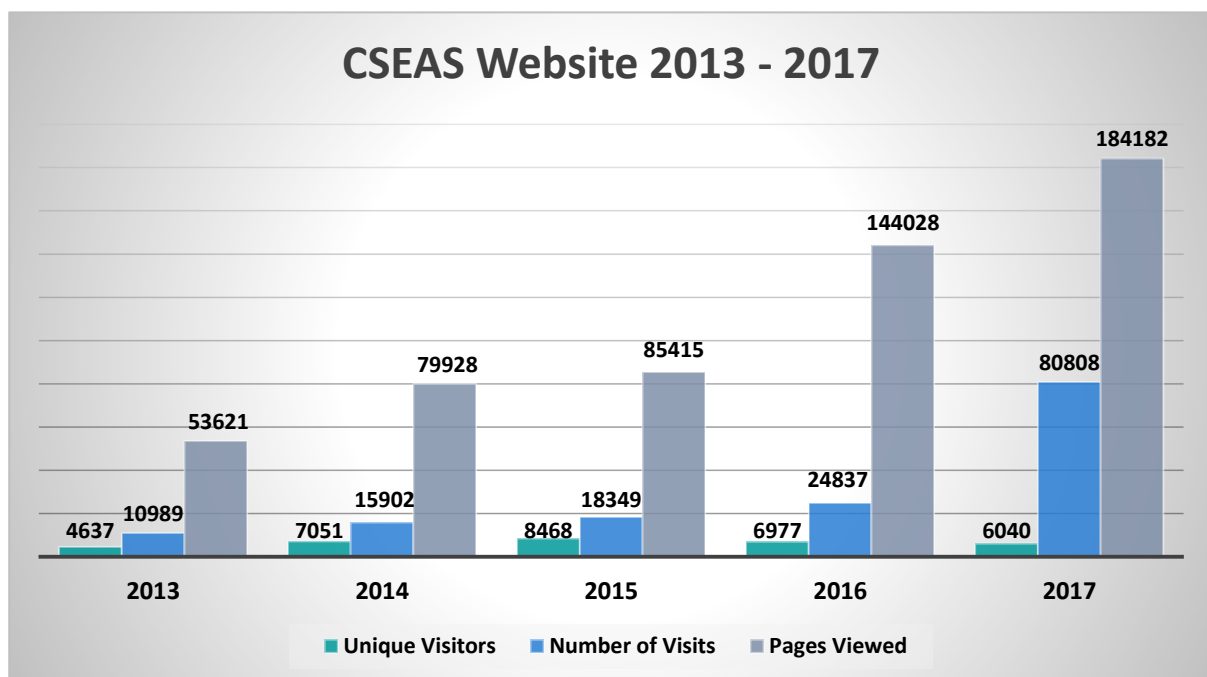
Department/Office/Union	Title	Number	Total
Employment Affairs and Social Protection	Bereavement	2	27
	Dealing with Difficult Phone Calls / Distressed Customers	3	
	Health and Wellbeing / Self-Care	1	
	Information on the CSEAS	13	
	CSEAS Input into Departmental Planning for Retirement Courses	1	
	Positive Mental Health / Building Resilience	2	
	Stress Management	5	
Finance	Harmony at Work	1	1
Foreign Affairs and Trade	Information on the CSEAS	2	9
	Positive Mental Health / Building Resilience	5	
	Self-Care for HR staff	2	
Health	Positive Mental Health / Building Resilience	1	2
	Harmony at Work	1	
Housing, Planning and Local Government	The CSEAS as a Resource for Managers	1	1
Justice and Equality	Health and Wellbeing / Self-Care	6	17
	Information on the CSEAS	11	
Legal Aid Board	Dealing with Difficult Phone Calls/Distressed Customers	2	2
Met Éireann	Bereavement	1	3
	Health and Wellbeing / Self-Care	1	
	Information on the CSEAS	1	
Office of Public Works	Conflict Resolution	1	7
	Information on the CSEAS	1	
	CSEAS Input into Departmental Planning for Retirement Courses	3	
	Stress Management	1	
	The CSEAS as a Resource for Managers	1	
Office of the Ombudsman	Health and Wellbeing / Self-Care	1	7
	Information on the CSEAS	4	
	Mindfulness	1	
	Stress Management	1	

Department/Office/Union	Title	Number	Total
Office of the Revenue Commissioners	Health and Wellbeing / Self-Care	8	98
	Information on the CSEAS	13	
	CSEAS Input into Departmental Planning for Retirement Courses	16	
	Positive Mental Health / Building Resilience	51	
	Stress Management	6	
	The CSEAS as a Resource for Managers	4	
PSEU ADC	The CSEAS as a Resource for Managers	1	1
Public Expenditure and Reform	Dealing with Difficult Phone Calls/Distressed Customers	2	14
	Information on the CSEAS	11	
	Positive Mental Health / Building Resilience	1	
State Laboratory	Positive Mental Health / Building Resilience	1	1
Transport, Tourism and Sport	Positive Mental Health / Building Resilience	1	3
	Self-Care for HR staff	1	
	Stress Management	1	
TOTAL			230

APPENDIX 3: CSEAS ELECTRONIC PLATFORMS

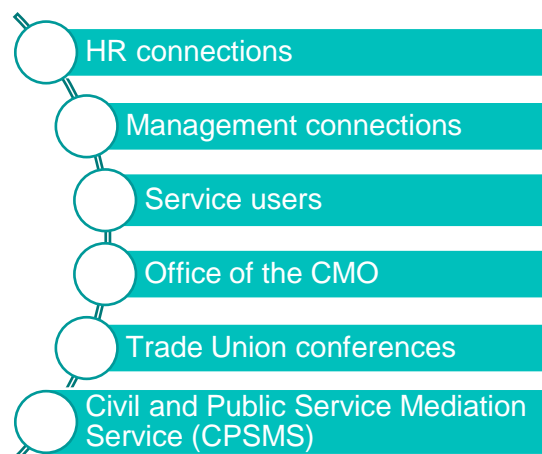
As part of its ongoing Communications Strategy, the CSEAS launched its Twitter account in March 2017. Over 100 Tweets were sent in 2017 on a wide variety of topics which sought to raise awareness of and promote health and wellbeing. Twitter was also used as an informational tool to highlight new CSEAS publications and impart CSEAS news, together with retweeting useful links.

The CSEAS website had a total of 6,040 unique visitors during the year. The “Information Guide on Mental Health and Wellbeing in the Workplace” and the “Understanding Stress Booklet” were the most frequently downloaded publications. The CSEAS acknowledges the expertise and support received from OGCI0 in the ongoing maintenance of the website. The CSEAS website is available at www.cseas.per.gov.ie.



APPENDIX 4: STAKEHOLDER LINKAGES

A vital component in the work of the CSEAS is our ongoing engagement with stakeholders*. This is done in a number of ways, including on-the-ground engagement with HR personnel; management workshops with HR Divisions and line managers; working directly with service users; linkages with the Office of the Chief Medical Officer (CMO), Civil and Public Service Mediation Service (CPSMS) and other relevant bodies; attendance at Trade Union conferences; and representation from the stakeholder groupings on the CSEAS Advisory Committee.



HR Divisions

Attendance by the CSEAS manager at the **Civil Service HR Managers Network** ensures the CSEAS keeps abreast of, and participates in, discussions at the HR Manager forum on best practice HR management in the Civil Service. It is also an opportunity for CSEAS management to network across the Civil Service.

Regular attendance by the CSEAS at the **Employee Relations Network (ERN)**, a forum for HR practice discussion by HR personnel at all levels, ensures a collaborative approach in addressing HR case management issues in the Civil Service.

On request from HR Divisions, the CSEAS can input into **Health and Wellbeing Programmes** organised within Departments/Offices. CSEAS staff are available to deliver presentations on a wide range of topics including, but not limited to, Harmony at Work, Stress Awareness and Management, Positive Mental Health etc.

CSEAS management hosts an **Annual CSEAS/HR Managers Workshop** to gain feedback on CSEAS service delivery and foster CSEAS/HR Division relationships and communications.

The CSEAS is available to deliver a **Self-Care Awareness for HR Staff Workshop** to all HR Divisions on request. Delivery of these workshops is in recognition of the requirement for targeted support to HR staff.

Line Management

The CSEAS takes every opportunity to develop on-the-ground linkages with managers. The CSEAS continues to proactively engage with line managers by providing support for those managing staff where there are personal and/or work related issues.

The CSEAS provides targeted support to managers. In 2017, work began on delivering a comprehensive guide to assist managers in dealing with staff welfare issues. As part of this work, a Line Managers Focus Group was convened to bring together a number of experienced managers from across the Civil Service to discuss content for inclusion in the publication.

* CSEAS protocols on confidentiality are adhered to at all times

On request, CSEAS presentations for managers can be delivered. Topics covered include CSEAS as a Resource for Managers and Conflict Resolution.

Service Users

The CSEAS operates an on-duty Employee Assistance Officer (EAO) service through the CSEAS Helpdesk during office hours (Mon – Thurs: 9am to 5.45pm, Fri: 9am to 5.15pm, except bank/public holidays). The CSEAS also operates a central email service.

One-to-one client consultations is central to the work of the CSEAS. These contacts offer support and guidance to employees who may be experiencing personal and/or work related difficulties.

The CSEAS engages in Health & Wellbeing Promotion at the request of Departments/Offices through the delivery of presentations on a wide range of topics including, but not limited to, Harmony at Work, Stress Awareness and Management, Positive Mental Health etc.

Internal and External Links

The **Chief Medical Officer (CMO)** for the Civil Service is a member of the CSEAS Advisory Committee. Linkages with the Office of the CMO can be very valuable, particularly in supporting those absent on, or returning from, sick leave. See www.cmo.gov.ie for more information. The Office of the CMO may refer civil servants to, or suggest involvement with, the CSEAS either directly or through HR Divisions.

The CSEAS has links with the **Civil and Public Service Mediation Service (CPSMS)**. See <http://hr.per.gov.ie/mediation/> for more information. A member of the CSEAS team is a trained mediator and is listed on the CPSMS panel.

Each year members of the CSEAS team attend the Civil Service **Trade Union Conferences** to promote the services available from the CSEAS.

The CSEAS is represented on the Management Committee of the **Public Service Friendly Society (PSFS)**. The Society can provide financial support and advice to members of the Society who find themselves in financial difficulties. By fostering a strong relationship with the Society, the CSEAS can assist in supporting civil servants with financial concerns. Full details about the PSFS are available at www.psfs.ie

The CSEAS is represented on the **Healthy Workplaces Framework** sub-group of Healthy Ireland (HI). HI has developed this national framework for action to improve the health and wellbeing of the population of Ireland over the coming generations. The Healthy Workplace initiative is an important part of driving the Healthy Ireland agenda and can make an important contribution to healthier communities. CSEAS core values and objectives, as set out in its Mission Statement (page ii), align directly with the aim of this sub-group.

APPENDIX 5: ABOUT THE CSEAS

Who We Are

The CSEAS is the Employee Assistance Programme for the Irish Civil Service. It is a centralised service, operating on a regional basis, within the Department of Public Expenditure and Reform (DPER) which provides services and supports to all civil servants. It plays a key part in an ethos of promoting employee wellness and organisational effectiveness. Provision of a service of this nature arises from a recognition that staff are a valued resource, whose continued well-being contributes to the overall efficiency and effectiveness of the Civil Service. 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

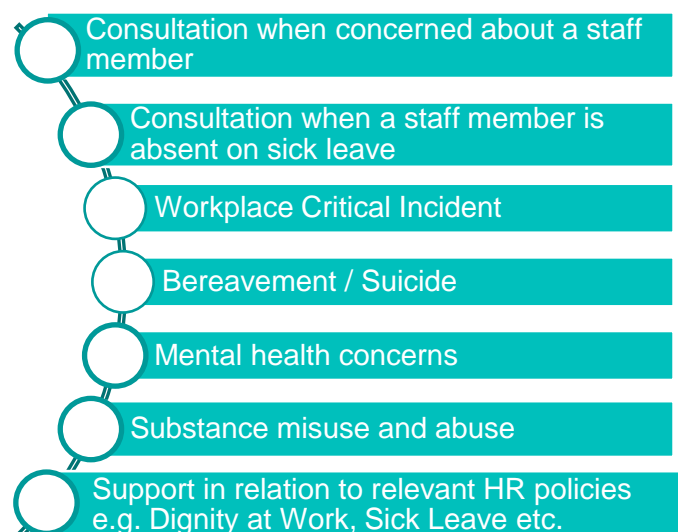
Support to Staff

The core element of the work of the CSEAS is supporting staff. Free and confidential¹ 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. An on-duty Employee Assistance Officer (EAO) is available to deliver support and assistance to service users through the CSEAS Helpdesk during office hours (Mon – Thurs: 9am to 5.45pm, Fri: 9am to 5.15pm except bank/public holidays). The CSEAS also operates a central email service.



Support to Managers

The CSEAS continued to proactively engage with line managers² throughout 2017 by providing support for those managing staff who are experiencing personal and/or work related issues. The CSEAS provides targeted support to managers. In 2017, work on producing a comprehensive guide to assist managers in dealing with staff welfare issues continued. As part of this work, a Line Managers Focus Group was convened to bring together a number of experienced managers from across the Civil Service to discuss content for inclusion in the publication.



¹ Details on confidentiality and exceptions to this are available on the CSEAS website www.cseas.per.gov.ie

² CSEAS protocols on confidentiality are adhered to in engagement with management.

CSEAS support to managers includes the facility to anonymously discuss staff issues arising. The option of making a management referral to the CSEAS is also available, bearing in mind data protection requirements for the sharing of personal data.

Support to HR

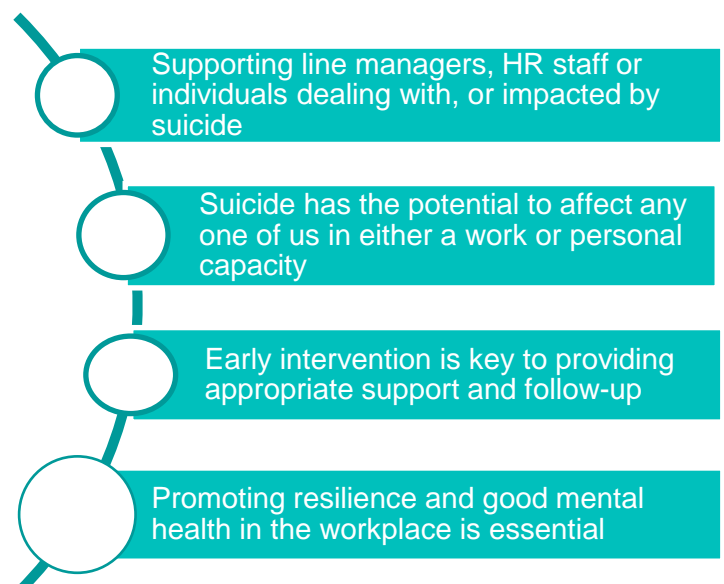
Working closely with HR Divisions, the CSEAS engages in early interventions to help staff minimise sick leave absences, assist in return to work and help restore work capacity³. CSEAS management hosts CSEAS/HR Managers Workshops to seek feedback on service delivery and to consider how CSEAS can provide ongoing support to HR staff.

In 2017, the CSEAS designed and delivered a pilot Self-Care Awareness for HR Staff Workshop to a number of HR Divisions in various government offices. Delivery of these workshops is in recognition of the requirement for targeted support to HR staff. The pilot programme was very well received and it is proposed to offer this workshop further in 2018.



Responding to Suicide in the Workplace

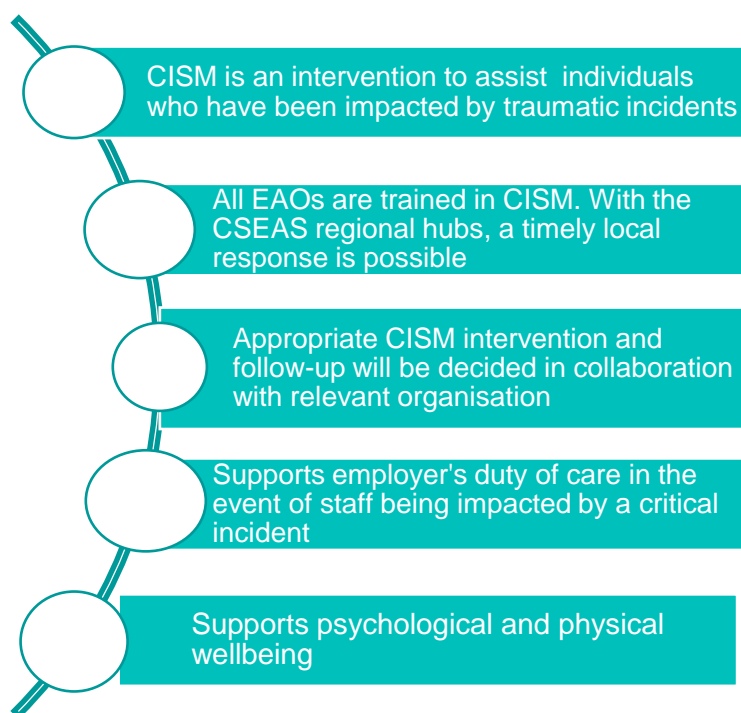
In 2017, 62 civil servants who had either been affected by suicide or had suicidal ideation, used CSEAS supports and services. "Connecting for Life", Ireland's National Strategy to Reduce Suicide 2015-2020, recognises the importance of developing guidance, training and support to workplaces in relation to suicide prevention. Promoting resilience and positive mental health in the workplace is essential for a healthy and effective workforce and, recognising this, the CSEAS offers a range of presentations, leaflets and information designed to assist and support those in psychological distress. All EAOs are skilled in suicide first aid having availed of ASIST and/or safeTALK training offered by the HSE.



³ CSEAS protocols on confidentiality are adhered to in engagement with HR Divisions.

Critical Incident Stress Management (CISM)

A Critical Incident in the workplace is an event out of the range of normal experience – one which is sudden and unexpected and may have a physical or emotional impact. In some cases it may involve the perception of a threat to life. These challenging events may have the potential to create significant distress and can overwhelm one's usual coping mechanisms. CISM is an intervention developed specifically for dealing with traumatic events. In responding quickly and professionally to a workplace critical incident, the aim of a CISM intervention is to minimise the potential negative consequences for both the individual(s) and the organisation.

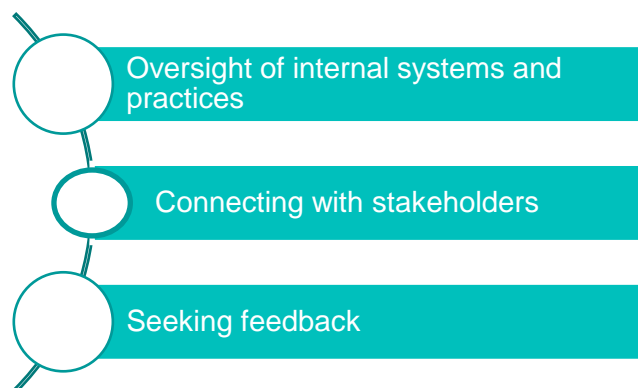


All EAOs are trained in CISM. Requests for CISM interventions can come from line managers or HR, to provide a service to staff who are impacted by such events. The presence of CSEAS regional hubs facilitates a timely response when required. During 2017 the CSEAS provided CISM interventions following 4 workplace critical incidents. As well as availing of support in a group setting, staff can avail of one-to-one CSEAS support when impacted by a workplace critical incident. In 2017, the CSEAS provided support to 65 individual staff members affected by a critical incident.

Governance, Communications and Service Development

The **CSEAS Advisory Committee** oversees the structure of the CSEAS in the areas of governance, staffing and policy. Committee members comprise a Chairperson from DPER, the Chief Medical Officer (CMO) for the Civil Service, HR Managers from a number of Departments/Offices and the Secretary to the Civil Service General Council Staff Panel. For full details, see [CSEAS Structure](#) overleaf.

Fundamental to core CSEAS service delivery is the implementation of a strategic communications plan to ensure the smooth delivery of service. The CSEAS welcomes feedback from all stakeholders. The action plan arising from feedback obtained following the CSEAS Customer Satisfaction Survey 2016 resulted in much emphasis being placed on ongoing communications and relationship building between HR Divisions and the CSEAS throughout 2017.

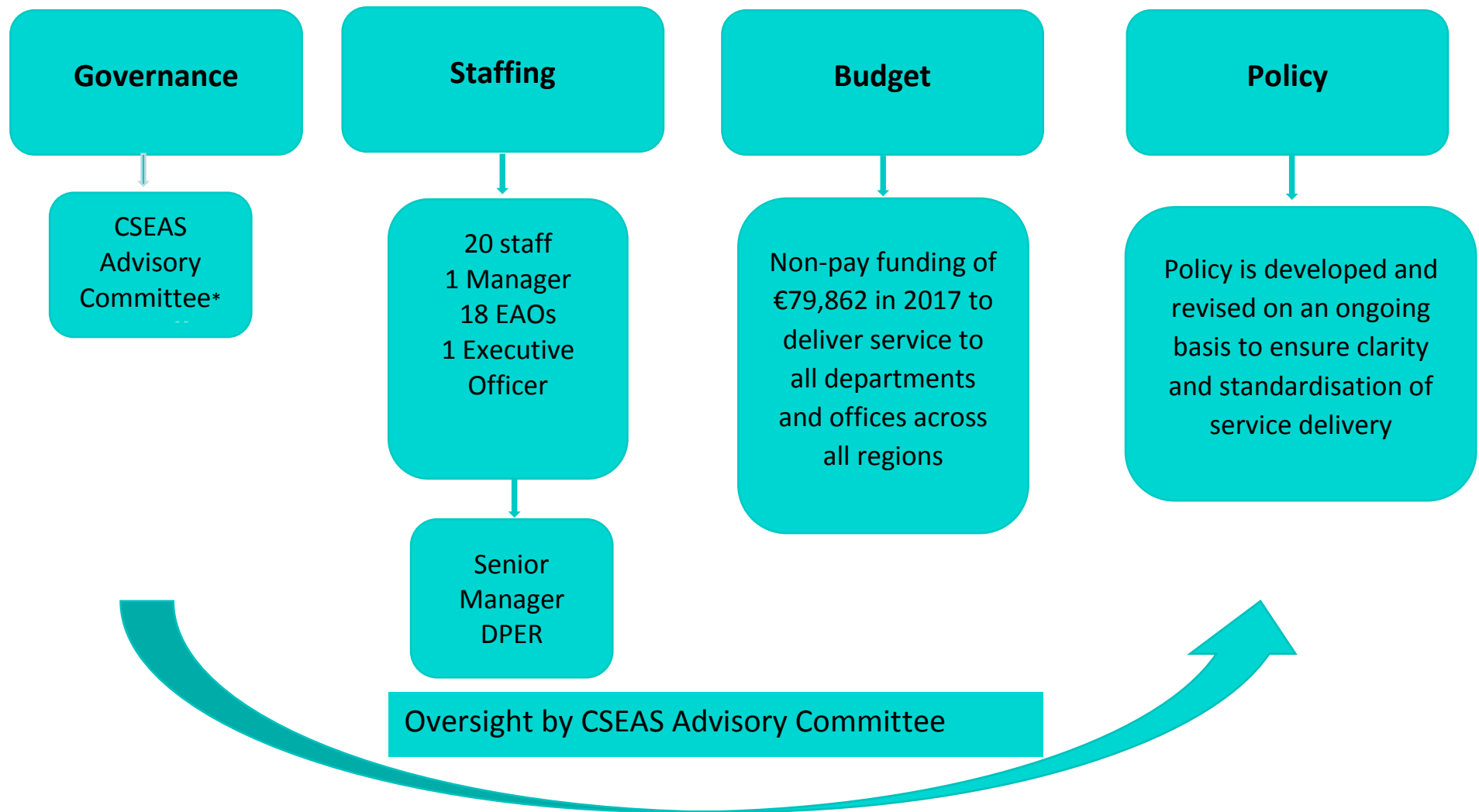


A key activity within the CSEAS is reviewing, refining and developing internal systems, protocols and guidelines. This assists in the delivery of a quality customer-centric service to all stakeholders.

Continuing Professional Development (CPD)

The CSEAS team is committed to providing a quality service through its centres of expertise throughout the country. EAOs continually develop their skills through CPD such as formal training, shared learning, mentoring, buddy systems and peer support. This ensures high standards in service delivery benefitting both the individual and the organisation.

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) HR Managers from a number of Departments/Offices: Jan - May 2017 HR Managers were from the Departments of (a) Children and Youth Affairs (b) Health (c) Housing, Planning and Local Government (d) Transport, Tourism and Sport. May – Dec 2017 HR Managers were from the Departments of (a) Housing, Planning and Local Government (b) Employment Affairs and Social Protection (c) Foreign Affairs and Trade (d) Justice and Equality. HR representatives from Departments change every 2 years on a phased basis, with some overlap to ensure continuity of experience on the Advisory Committee. (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.

APPENDIX 6: CONTACTING THE CSEAS



**Central Phone
Number**

0761 000 030



cseas@per.gov.ie



www.cseas.per.gov.ie



CSEAS

Department of Public Expenditure and Reform

4th 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 000 030

Mon – Thurs: 9am to 5.45pm*

Fri: 9am to 5.15pm*

***(except bank/public holidays)**



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Lorus Collum
Manager



Kellie May
Office Administration

Employee Assistance Officers



Maureen Byrne



Brian Hennessy



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Michael Stapleton



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Rosemary Branagan



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Claire Murphy

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