



# Civil Service Employee Assistance Service (CSEAS)

## Activity Report 2021



An Roinn Caiteachais  
Phoiblí agus Athchóirithe  
Department of Public  
Expenditure and Reform

SUPPORTING AND PROMOTING  
WELLNESS IN THE WORKPLACE

# 01 Introduction

This Report presents an overview of the activity of the Civil Service Employee Assistance Service (CSEAS) during 2021 which, as with 2020, was a unique period of time. The global Covid-19 pandemic continued to influence how we in the Civil Service worked, and also how we lived.

The CSEAS continued to play a lead role in supporting staff as the Civil Service navigated through various changes, and the challenges those changes presented. This is evidenced by the number of Civil Servants who engaged with the CSEAS in 2021:

- 15% (5,694) of serving civil servants made contact with the CSEAS in 2021 of which:
  - 9% (3,375) availed of one-to-one support
  - 6% (2,319) comprised of in-the-moment support via the central CSEAS Helpdesk/Mailbox, contacts from HR/Managers and information requests
  - 9,803 sessions were provided (face-to-face, phone, email, text)

Throughout 2021, the CSEAS continued to be responsive to topical issues and developed new and specialist content through a variety of mediums in the area of wellbeing. These included:

- Multimedia resources on topics such as Coping with/Managing Anxiety and Change
- Health and Wellbeing resources e.g. articles published on physical exercise, the importance of regular breaks and on menopause in the workplace
- Leaflets on Vicarious Trauma, Fathers' Day Mental Health, Replenishing Energy, 12 Days of Christmas Self-Care
- Specialist webpages on Carer's Week and the updated People Managers' Guide
- Presentations and supports on COVID-19 Return to the Workplace

# 02

While 13% of one-to-one work-related casework refers specifically to COVID-19 and associated concerns, these issues dissipated in the fourth quarter of 2021. As a presenting issue it came second to Work Attributed Stress as the most prevalent issue dealt with by the CSEAS in 2021. Other prevalent issues presenting included Mental Health and Personal Stress.

A broad range of presentations/webinars were delivered by the CSEAS across Government Departments/Offices on a wide variety of topics (see page 12 for details). Of the 219 presentations/webinars delivered during the year, the majority were delivered virtually to accommodate the large number of staff working remotely thus enabling us to reach a larger audience.

We enjoyed opportunities to pursue a variety of collaborations, most notably with the Women's Health Task Force in Department of Health on Menopause in the Workplace, with OneLearning on the delivery of tailored training around Returning to the Workplace and with SPS and The AO Graduate Programme. These opportunities further extended our reach and we estimate that 12,000 civil servants attended CSEAS events in 2021.

Other notable achievements this year included the much anticipated launch of the revised People Managers' Guide which addresses the new challenges for managers in managing teams working in a blended working environment and also includes new resources on parenting, life stages and managing energy and time.

While these are just some of the highlights, the statistics in this report illustrate that engagement with the CSEAS across the Civil Service has remained consistent and meaningful during 2021. We attribute this to the strong partnerships we enjoy with the various HR functions and management within the Departments and Offices we serve.

The main body of this Report provides a more in-depth analysis of CSEAS activities in what was a challenging and ever-changing year.



**Susan Clarke**

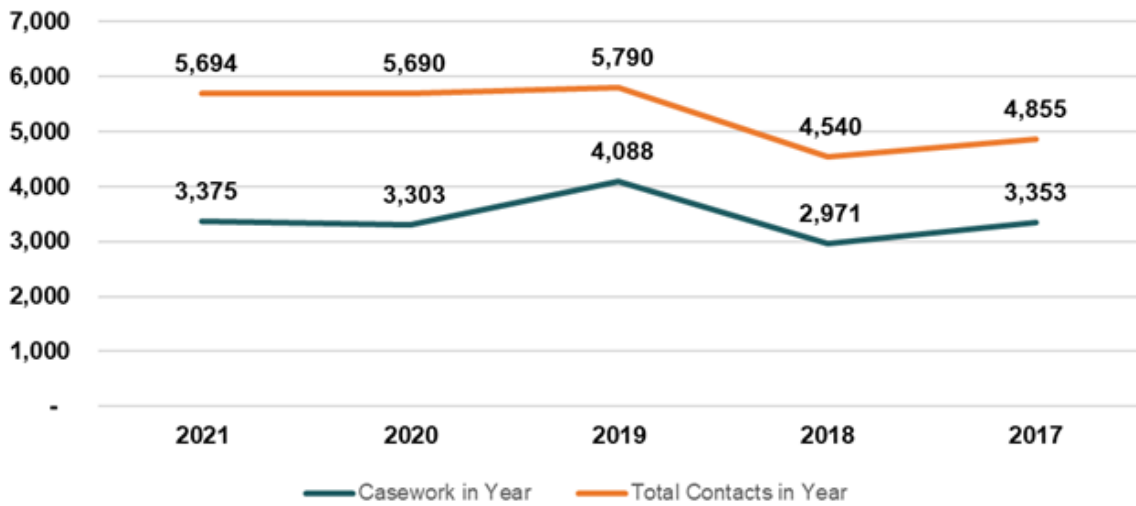
**Head of the Civil Service Employee Assistance Service**

# 03

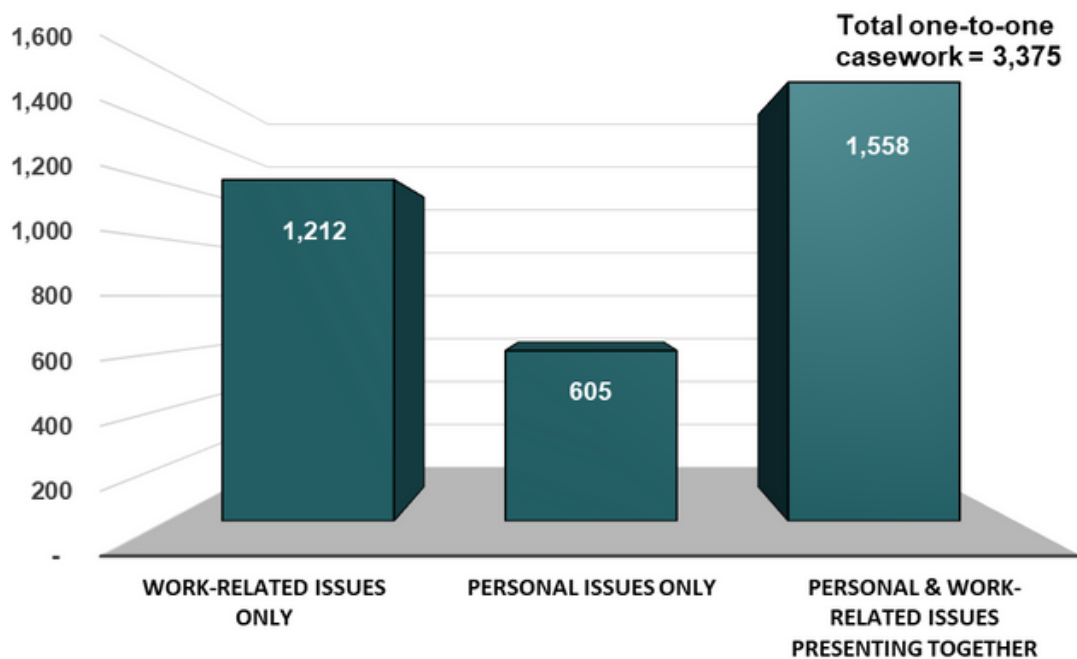
# Casework Summary

## CSEAS CONTACTS 2021

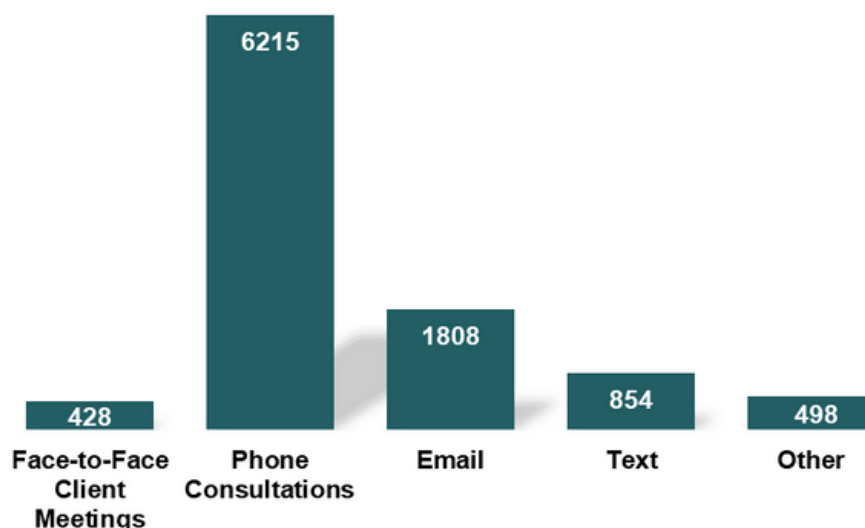
(Previous years included for comparison purposes)



## CASEWORK 2021



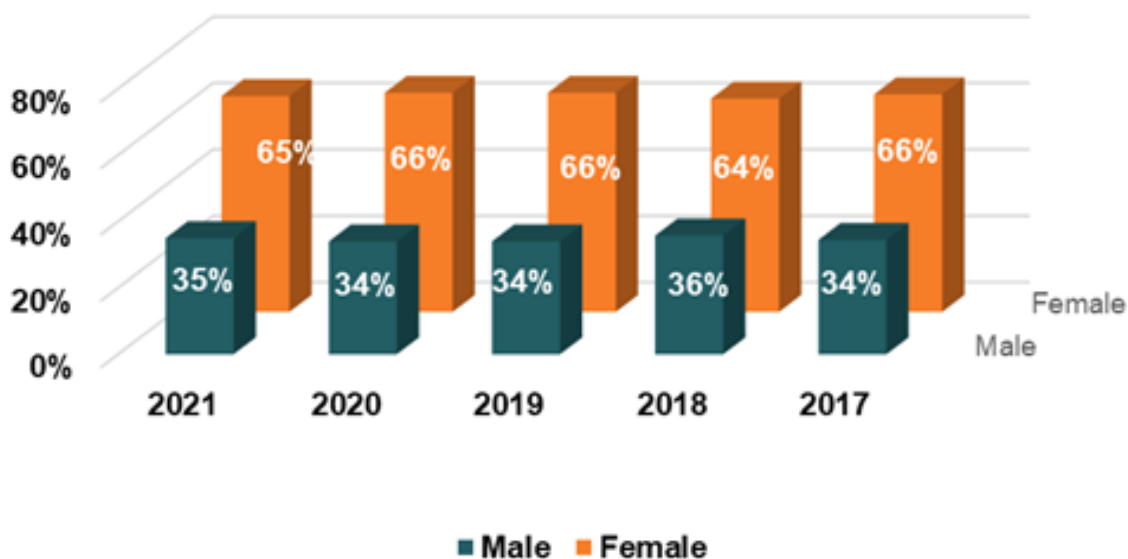
## TOTAL SESSIONS\* 2021 = 9803



\*A session is any contact with or on behalf of a service user. Other sessions include Communication with a 3rd party, consultation with a family member, consultations with the Public Service Friendly Society (PSFS), written correspondence and Skype/Webex consultations

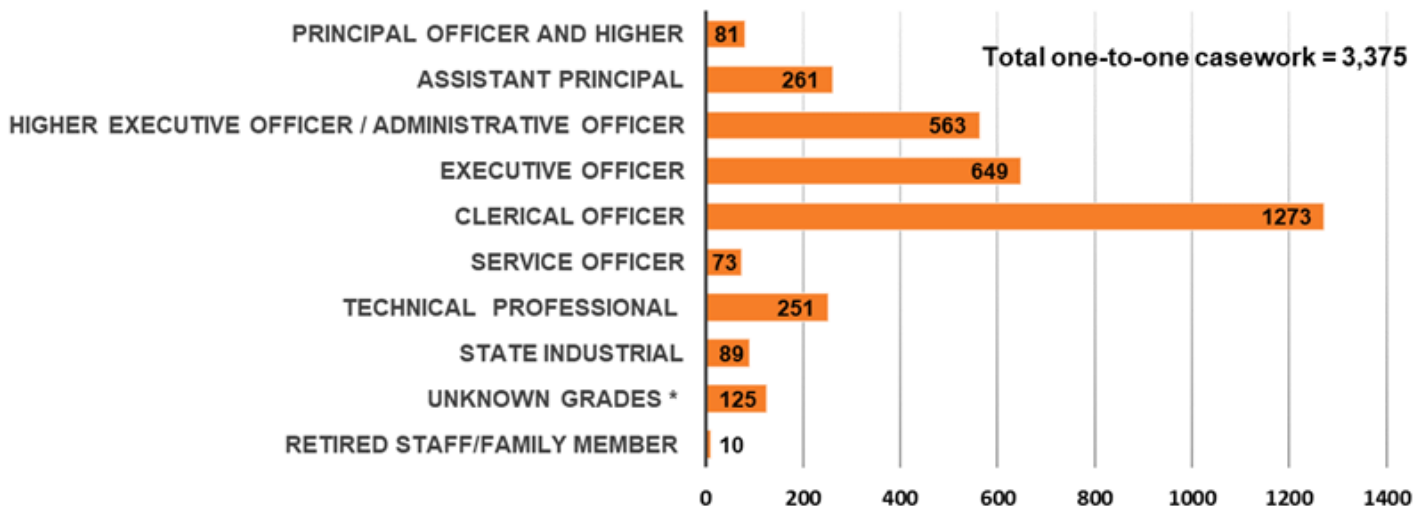
## CLIENT GENDER PROFILE BY % 2021

(Previous years included for comparison purposes)



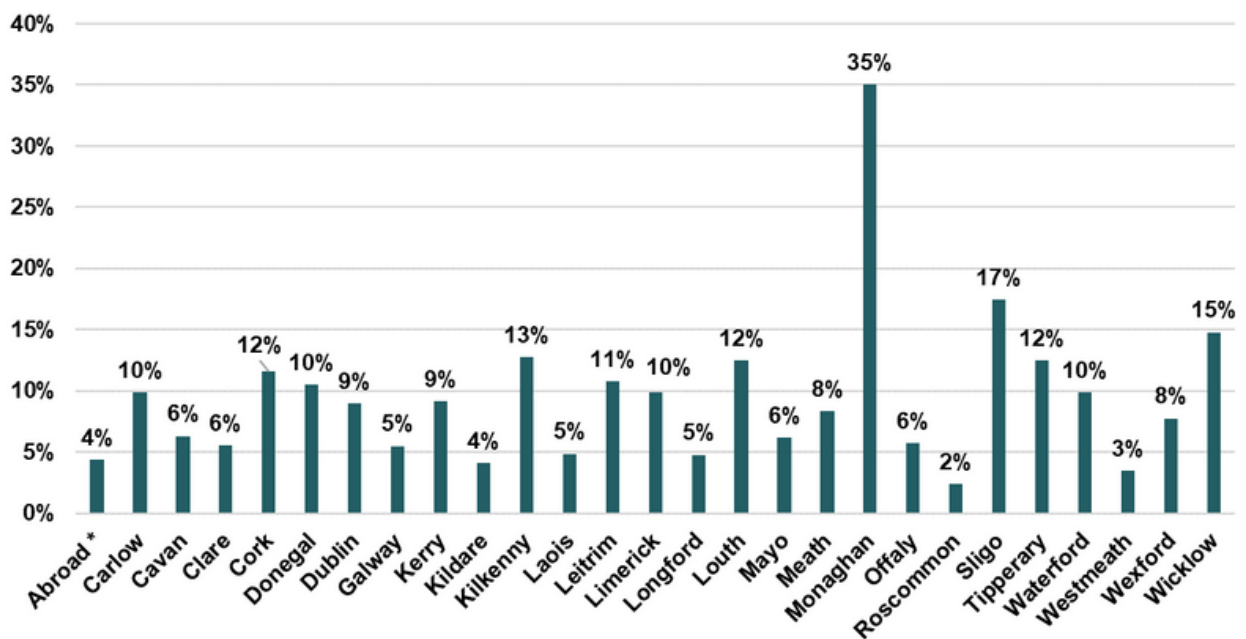
# 05

## CSEAS CASEWORK BY GRADE 2021



\* Unknown Grades refers to CSEAS cases where the grade was not disclosed by the service user

## % USAGE (SERVING STAFF) BY COUNTY ACROSS THE CIVIL SERVICE 2021

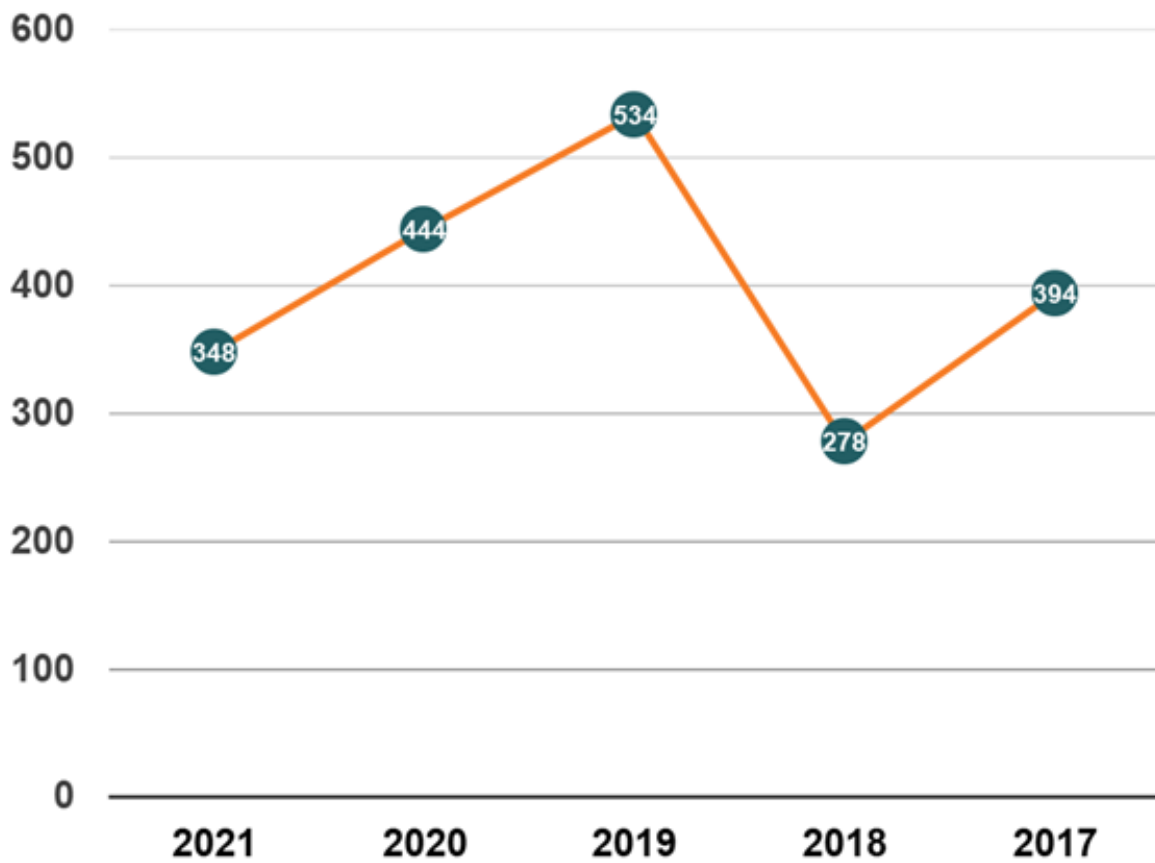


\* Staff posted abroad figure does not include local recruits

# 07

## ONE-TO-ONE SUPPORT TO MANAGERS 2021

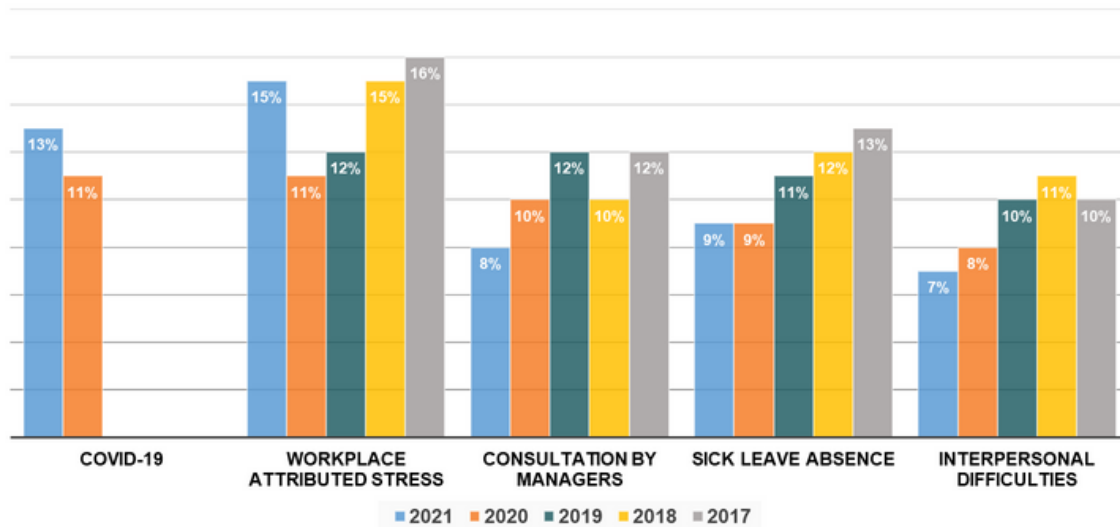
(Previous years included for comparison purposes)





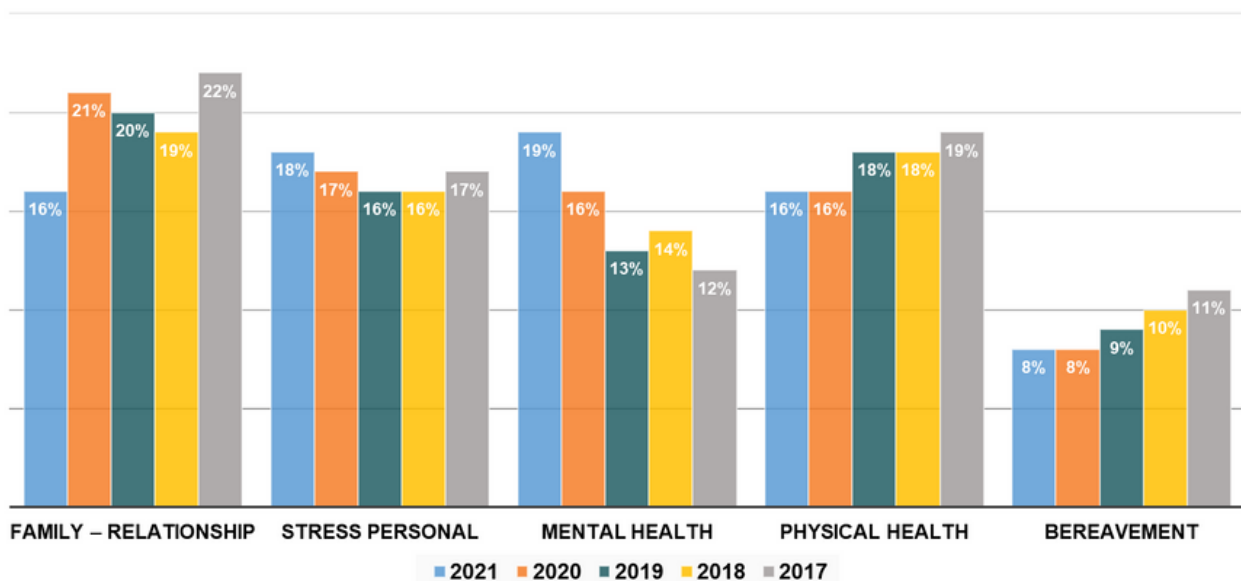
## TOP WORK-RELATED ISSUES 2021

(Previous years included for comparison purposes)

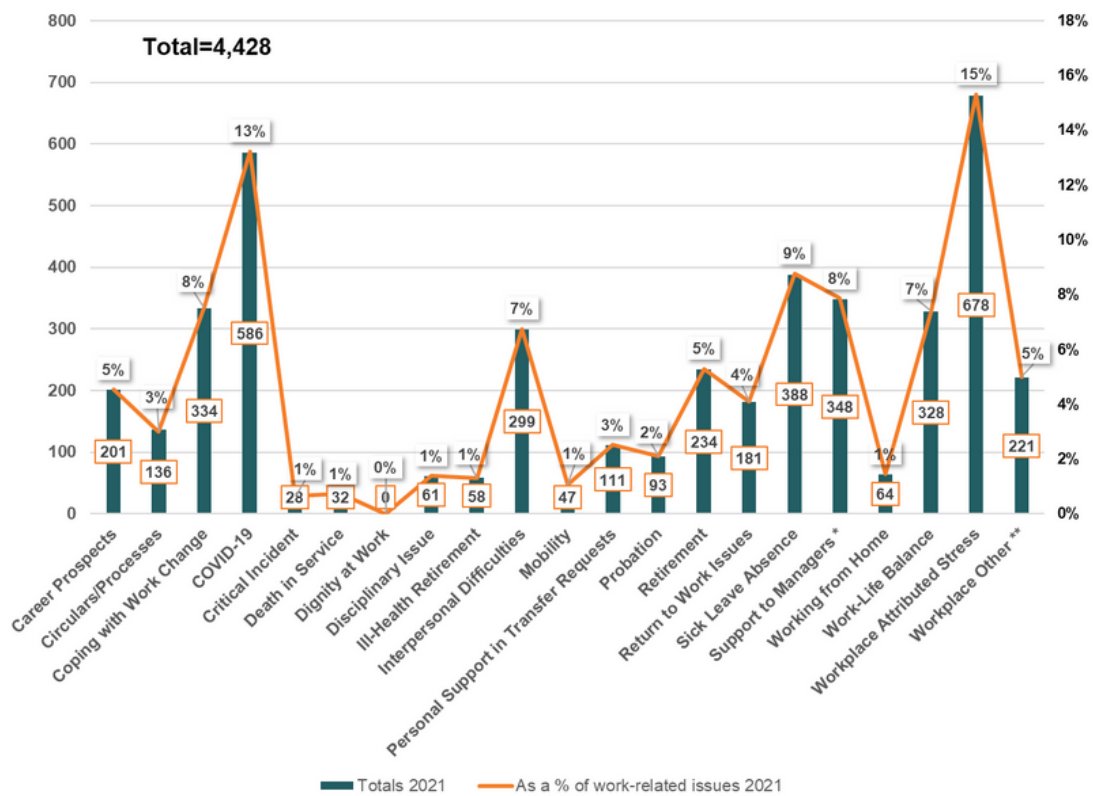


## TOP PERSONAL ISSUES 2021

(Previous years included for comparison purposes)



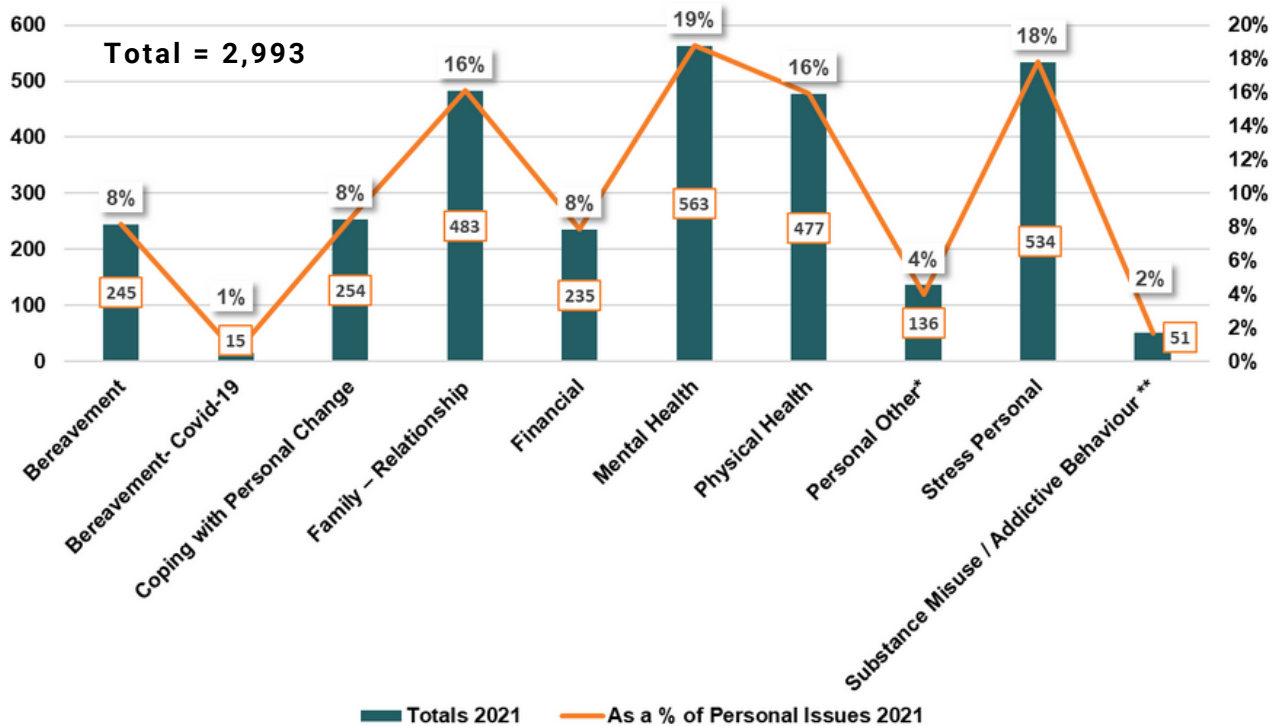
## CSEAS CASEWORK - WORK-RELATED ISSUES 2021



\* Support to Managers above represents assisting them in fulfilling their duty of care to staff. It does not include support availed of by managers.

\*\* This category includes issues such as personal hygiene, violent incident and workplace issues/challenges excluding those categorised

## CSEAS CASEWORK - PERSONAL ISSUES 2021



\* This category include issues/challenges such as domestic violence, maternity and personal issues excluding those categorised

\*\* This category includes issues with alcohol, drugs, gambling and internet misuse

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## CASEWORK BY DEPARTMENT 2021

	Number of Cases 2021	As a % of serving staff in each Dept 2021
Agriculture, Food and Marine	197	5%
Attorney General	10	7%
Central Statistics Office	114	12%
Chief State Solicitors Office	41	13%
Children, Equality, Disability, Integration and Youth	32	6%
Comptroller and Auditor General	9	5%
Courts Service	108	9%
Defence	9	2%
Director of Public Prosecutions	11	5%
Education*	79	5%
Enterprise, Trade and Employment**	55	6%
Environment, Climate and Communications	23	5%
Finance	24	7%
Foreign Affairs	113	8%
Health	41	6%
Housing, Local Government and Heritage***	77	5%
Justice****	195	12%
Legal Aid Board	42	10%
National Shared Services Office	36	5%
Office of Government Procurement	17	7%
Office of Public Works	141	10%
Office of the Ombudsman*****	16	12%
Oireachtas	29	5%
Property Registration Authority	36	7%
Public Appointments Service	22	9%
Public Expenditure and Reform	31	8%
Revenue Commissioners	946	14%
Rural and Community Development	15	7%
Social Protection	745	11%
State Examinations Commission	3	1%
State Laboratory	13	13%
Taoiseach	11	4%
Tourism, Culture, Arts, Gaeltacht, Sport and Media*****	53	14%
Transport	54	10%
Valuation Office	10	7%
Others*****	17	N/A
<b>Total</b>	<b>3,375</b>	

\* includes National Council for Special Education

\*\* includes Labour Court, Companies Registration Office, Office of the Director of Corporate Enforcement, Workplace Relations Commission

\*\*\* includes Met Éireann, Office of the Planning Regulator

\*\*\*\* includes civil servants in the Irish Prison Service, IHREC, Data Protection Commission, Probation Service, Policing Authority

\*\*\*\*\* includes President's Establishment, Garda Ombudsman (GSOC)

\*\*\*\*\* includes National Archives, National Gallery, National Library

\*\*\*\*\* includes Ombudsman for Children's Office, Further & Higher Education, Research, Innovation & Science

## CSEAS PRESENTATIONS/WEBINARS 2021

Department/Office/Others	Topic	Volume	Total
Agriculture, Food and Marine	Change - a Positive Approach	1	6
	Introduction to the CSEAS	5	
Attorney General	Stress Management	1	1
Central Statistics Office (CSO)	Building Resilience	1	12
	Caring for Carers	1	
	Dealing with Change In the Work Environment	1	
	Mental Health & Wellbeing - Anxiety	1	
	Positive Psychology	1	
	Personal Innovation	1	
	Stress Management	2	
	Working with Sensitive Topics	2	
	Work/Life Balance	2	
Chief State Solicitors Office	The Corporate Athlete and Self Care	9	9
Children, Equality, Disability, Integration and Youth	Coping with Stress and Trauma	2	8
	Dealing with Difficult Customers	1	
	Dealing with Difficult Phone Calls	1	
	Introduction to the CSEAS	1	
	Positive Mental Health	1	
	Stress Management	2	
Comptroller and Auditor General	Mindfulness	1	3
	Stress Management	1	
	Work/Life Balance	1	
Courts Service	Introduction to the CSEAS	1	2
	Stress Management	1	
Defence	Dignity at Work	1	2
	Stress Awareness and Self-Care	1	
Education	Health & Wellbeing	1	4
	Introduction to the CSEAS	2	
	Self Care for Staff	1	
Enterprise, Trade and Employment	Introduction to the CSEAS	2	5
	Return to the Office and Wellbeing	1	
	Wellbeing while working Remotely	2	

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Department/Office/Others	Topic	Volume	Total
Environment Climate and Communications	Building Resilience	1	4
	Introduction to the CSEAS	2	
	Mental Health and Well-being	1	
Finance	A Guide for People Managers	1	4
	Dignity at Work	1	
	Introduction to the CSEAS	1	
	Maintaining a Positive Outlook	1	
Foreign Affairs	Introduction to the CSEAS	1	2
	Work/Life Balance	1	
Garda Ombudsman (GSOC)	Building Resilience	1	2
	Dealing with Difficult Phone Calls	1	
Health	Positive Mental Health	1	2
	Returning to the Workplace - Managing Personal Change	1	
Housing, Local Government and Heritage	A Resilient Return to the Workplace	1	3
	Introduction to the CSEAS	1	
	Return to Work	1	
Justice	Aftermath of Christmas - How to Keep Going When the Tree Comes Down	1	17
	Building Resilience	1	
	Health & Wellbeing	1	
	Introduction to the CSEAS	6	
	Remaining Positive & Connected During the Covid-19 Pandemic	1	
	Return to the Office	1	
	Stress Management, Resilience and Conflict Management	4	
	Suicide Awareness	1	
	Wellness and Self-care for Shiftworkers	1	
	Legal Aid Board	Effective Communication	
Introduction to the CSEAS		1	
Self-Care for Staff		1	
Stress Management		1	
Met Eireann	Introduction to the CSEAS	1	1
National Property Services Regulatory Authority	Dealing with Change in the Work Environment	1	1

Department/Office/Others	Topic	Volume	Total
<b>National Shared Services Office (NSSO)</b>	Aftermath of Christmas - How to Keep Going		<b>3</b>
	When the Tree Comes Down	1	
	Maintaining a Positive Outlook	1	
	Self-Care During Busy Times	1	
<b>Office of Government Procurement (OGP)</b>	Building Resilience	1	<b>3</b>
	Introduction to the CSEAS	2	
<b>Office of Public Works (OPW)</b>	Building Resilience	1	<b>1</b>
<b>Office of the Ombudsman</b>	Introduction to the CSEAS	2	<b>3</b>
	Mental Health and Wellbeing	1	
<b>Office of the Ombudsman for Children (OCO)</b>	Stress Management	1	<b>1</b>
<b>Office of the Revenue Commissioners</b>	Bereavement	1	<b>27</b>
	Dealing with Difficult Customers	1	
	Introduction to the CSEAS	5	
	Managers Workshop - Fostering Psychological Safety in Teams	1	
	Managing Childcare while Working Remotely	1	
	Managing Wellness as a Leader	1	
	Mindfulness	1	
	Parenting	1	
	Return to Work	2	
	Self Care and Support for Managers when Working Remotely	3	
	Self Care for Carers	1	
	Self Care for Staff when Working Remotely	6	
	Self Care Workshop	2	
	Stress Management	1	
<b>Oireachtas</b>	Work/LifeBalance for Managers	1	<b>1</b>
<b>President's Establishment</b>	Health and Well-being	1	<b>1</b>
<b>Property Registration Authority</b>	Bereavement	1	<b>1</b>
<b>Public Appointments Service (PAS)</b>	Coping with Anxiety and Relationships	1	<b>4</b>
	Keeping Well in a Hybrid World	1	
	Introduction to the CSEAS	1	
	Stress Management	1	



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Department/Office/Others	Topic	Volume	Total
Public Expenditure & Reform	A Guide for People Managers	1	10
	Bereavement and Loss	1	
	Christmas 2021 - Maintaining a Positive Outlook	1	
	Introduction to the CSEAS	4	
	Self Care While Remote Working	1	
	Retirement - CSEAS Perspectives	1	
	Workshop on People Managers Guide	1	
Rural & Community Development	Bereavement	1	2
	Stress Management	1	
Social Protection	Building Resilience	1	47
	Introduction to the CSEAS	30	
	Mental Health and Well-being	1	
	People Managers Guide	11	
	Self Care for Managers	1	
	Self Care for Staff	2	
	Self Care when Working Remotely during COVID-19	1	
Taoiseach	Difficult Conversations & Practicing Self Care	1	3
	Positive Mental Health	1	
	Self Care during COVID-19	1	
Tourism, Culture, Arts, Gaeltacht, Sport and Media	Dignity at Work	2	5
	Return to the Office and Wellbeing	1	
	People Managers Guide	1	
	Stress Awareness and Self-Care	1	
Transport	Coping during COVID-19	1	7
	Introduction to the CSEAS	4	
	Parenting while Working from Home	1	
	People Managers Guide	1	
Valuation Office	Dealing with Change in a Work Environment	1	3
	Self Care and Caring Responsibilities	2	
AO Development Programme	Building Resilience and the Corporate Athlete	1	1
Civil Service Wide	Menopause at Work (in conjunction with Dept of Health)	1	3
	Returning with Resilience (in conjunction with One Learning)	2	
Forsa Conference	Introduction to the CSEAS	1	1
<b>Total</b>			<b>219</b>





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