

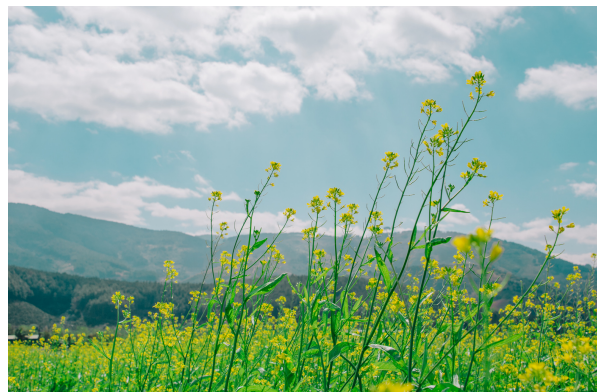
Civil Service Employee Assistance Service (CSEAS)

Seirbhís Chúnaimh
d'Fhostaithe na Stáitserbhíse



Civil Service Employee
Assistance Service

ACTIVITY REPORT 2023



An Roinn Caiteachais Phoiblí
Sheachadadh PFN agus Athchóirithe
Department of Public Expenditure
NDP Delivery and Reform

Supporting and Promoting
Wellness in the Workplace

Foreword

The Civil Service is committed to developing strong and accessible supports to enhance employee health, wellbeing and resilience in the working environment thus enabling the delivery of excellent public service and contributing to public trust and confidence in our public institutions. The CSEAS plays a critical role in ensuring we meet this commitment and I am delighted to support the publication of this report which highlights the importance of wellbeing supports and innovative initiatives that enable our people to thrive and flourish in the workplace.



The publication of this report also offers an opportunity to reflect on the current challenges to workplace wellbeing and to work collaboratively across the Civil Service to deliver a true culture of wellbeing and inclusion for all.

A handwritten signature in black ink that reads "Paschal Donohoe". The signature is written in a cursive style and is underlined.

Paschal Donohoe

Minister for Public Expenditure, NDP Delivery and Reform



The Better Public Service Strategy 2030 sets out a vision for a workforce that is diverse, agile and inclusive, where our people are equipped with skills for the future and the Civil Service is an employer of choice for current and future employees.



Our people are our most important resource and the quality and delivery of public services provided by the Civil Service is heavily dependent on the skills, commitment and dedication of our staff. Prioritising tailored wellbeing support mechanisms is essential for fostering a healthy, productive and resilient workforce where our staff thrive and contribute to the overall sustainability of the Civil Service.

I am very pleased to present this annual analysis of CSEAS usage which provides a comprehensive representation of the key challenges facing our workforce in the Civil Service. As the world of work becomes increasingly complex, there is a need to measure, understand and create an accurate picture of employee wellbeing. This report contributes valuable evidence to inform our future policy decisions to support the further development of overarching wellbeing initiatives that will enhance the potential of our people.

A handwritten signature in blue ink, appearing to read 'D. Maloney', with a long horizontal flourish extending to the right.

David Maloney
Secretary General of the Department of Public Expenditure, NDP
Delivery and Reform



Introduction

As we reflect on the past year, it's important to acknowledge the challenges faced and positive outcomes achieved, as the CSEAS continued to refine its service delivery model to reflect the post COVID blended working environment. Over the last twelve months we have seen a steadily increasing and welcome return to the provision of in person client support. The increased presence of CSEAS personnel at a variety of events during 2023 has been another notable and welcome development. The CSEAS continued to proactively promote and deliver supports that foster the wellbeing of both the individual on their own personal journey and organisational wellbeing.

The following pages encapsulates our service delivery in 2023 but cannot fully reflect the overall contribution the CSEAS has made across the Civil Service during the year.

We have enjoyed strong and consistent usage, which we attribute to the strong partnerships we have fostered with the various HR functions and management within the Departments and Offices we serve and the trust and confidence our clients place in us.

Strong and consistent usage is evidenced by the number of Civil Servants who engaged with the CSEAS during the year:

14% (5,971) of serving civil servants made contact with the CSEAS in 2023
of which;

8% (3,348) availed of one-to-one support and
6% (2,623) comprised of in-the-moment support via the central CSEAS
Helpdesk/Mailbox, contacts from HR/Managers and information
requests;

272 onsite and virtual seminars and workshops were delivered on
employee wellbeing topics.



Throughout the past year we have experienced an increased uptake in management support. This underscores the growing recognition of the importance of employee and team wellbeing in organisational culture and the challenges individual managers can face in fulfilling their duty of care. It has been heartening to experience the active engagement of senior leadership in promoting our service and accessing support to meet their personal needs. This is a most welcome endorsement of the CSEAS. It is a testament to the trust placed in our commitment and dedication to supporting the wellbeing of our service users through client centric and evidence based care.

Through our proactive engagement with HR and L&D functions and in collaboration with OneLearning we have delivered a wide range of wellbeing initiatives tailored to meet the diverse needs of the populations we serve, with the objective of fostering personal growth, enhancing resilience and prioritising self-care.

From an early stage we advocated for initiatives regarding menopause in the workplace and, in 2023, we launched the quarterly Civil Service Menopause Café and Guidance on Understanding and Improving Menopause Support in the Workplace which has been well received and circulated widely.

We have played a pivotal role in shaping policy, specifically in providing consultative support on both the Civil Service Domestic Violence and Abuse Policy and the Civil Service Menopause in the Workplace Policy Framework, helping to drive meaningful change within the Civil Service.

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

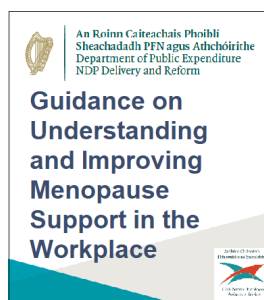


Susan Clarke

Head of the Civil Service Employee Assistance Service

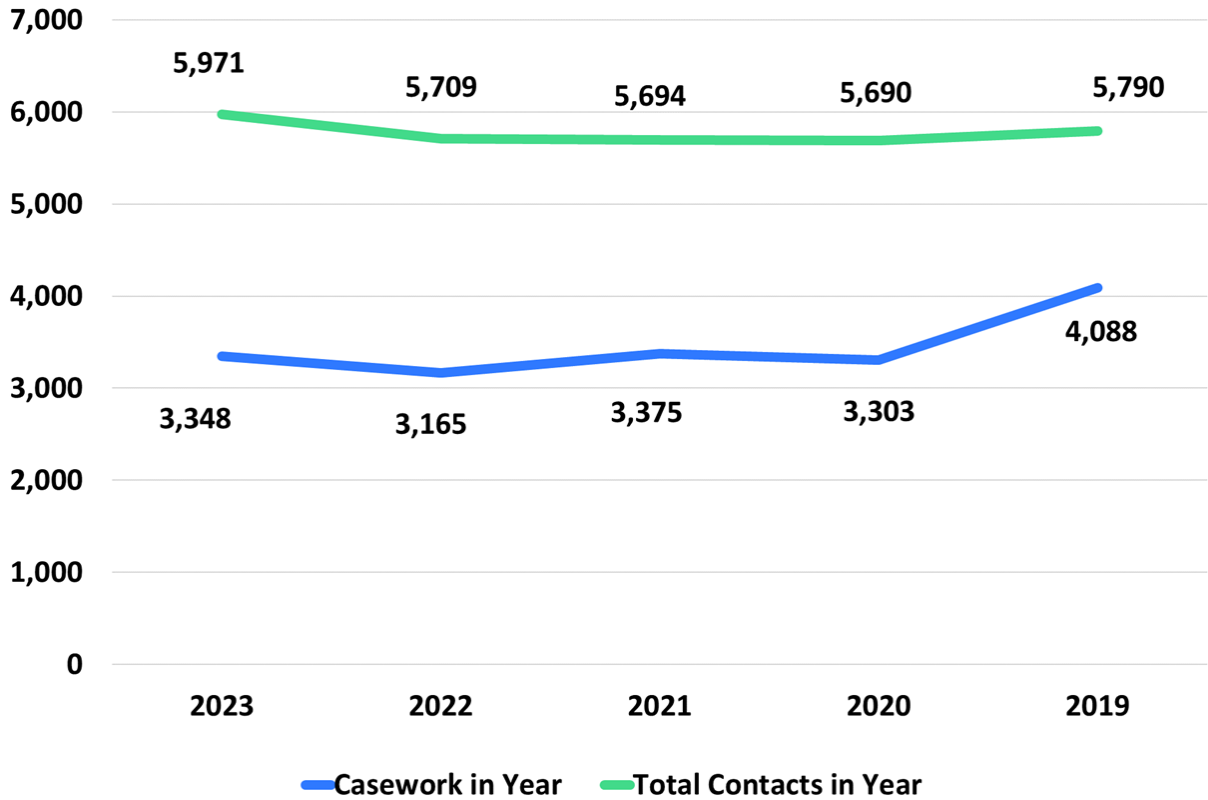


CSEAS Communications 2023



CSEAS Contacts 2023

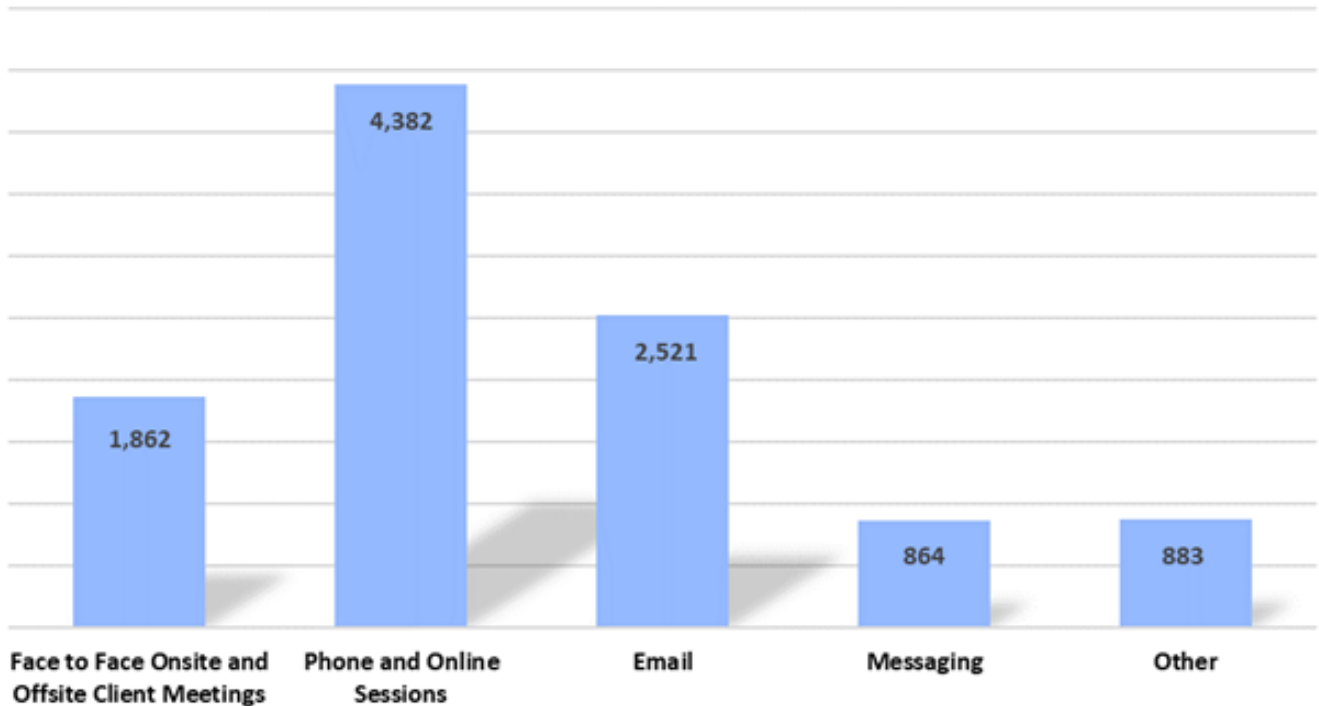
(Previous years included for comparison purposes)



Casework 2023



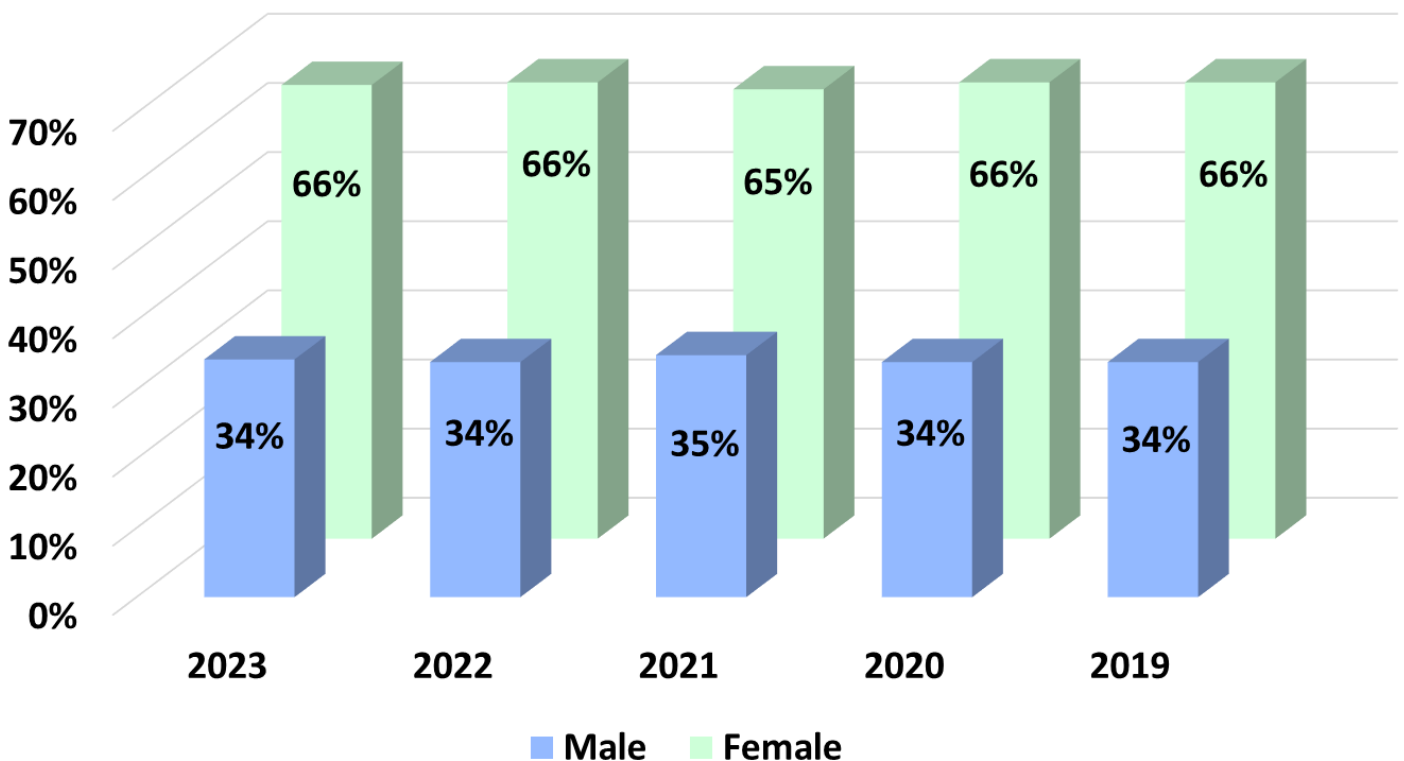
Total Sessions* = 10,512



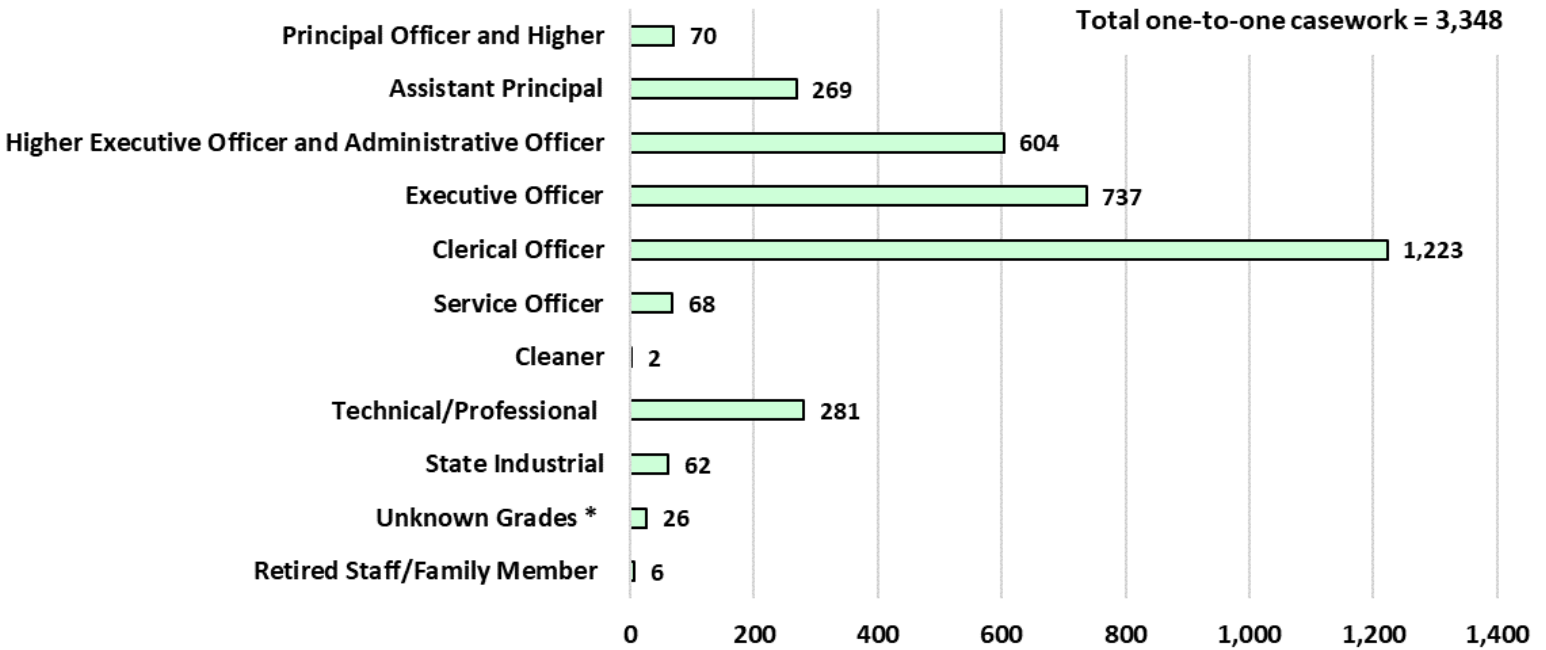
* A session is any contact with or on behalf of a service user. Other sessions include communications with a 3rd party, consultation with a family member, consultations with the Public Service Friendly Society (PSFS) and written correspondence.

Client Gender Profile by % 2023

(Previous years included for comparison purposes)

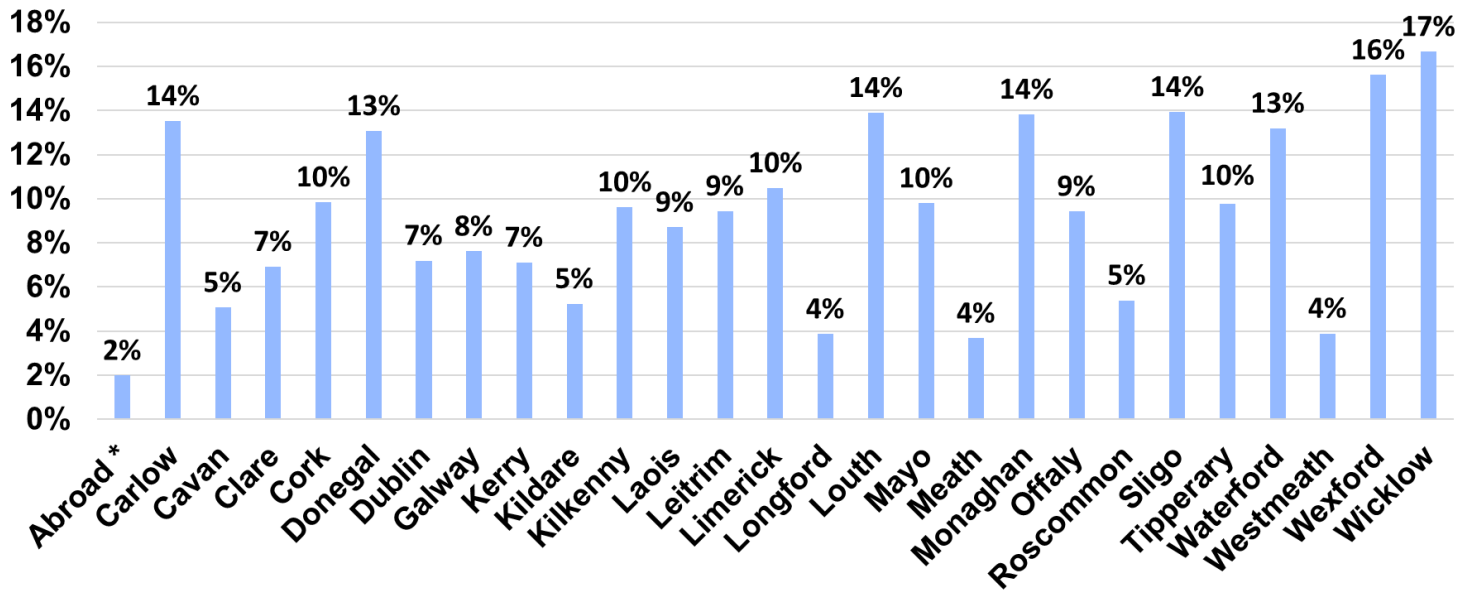


CSEAS Casework by Grade 2023



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

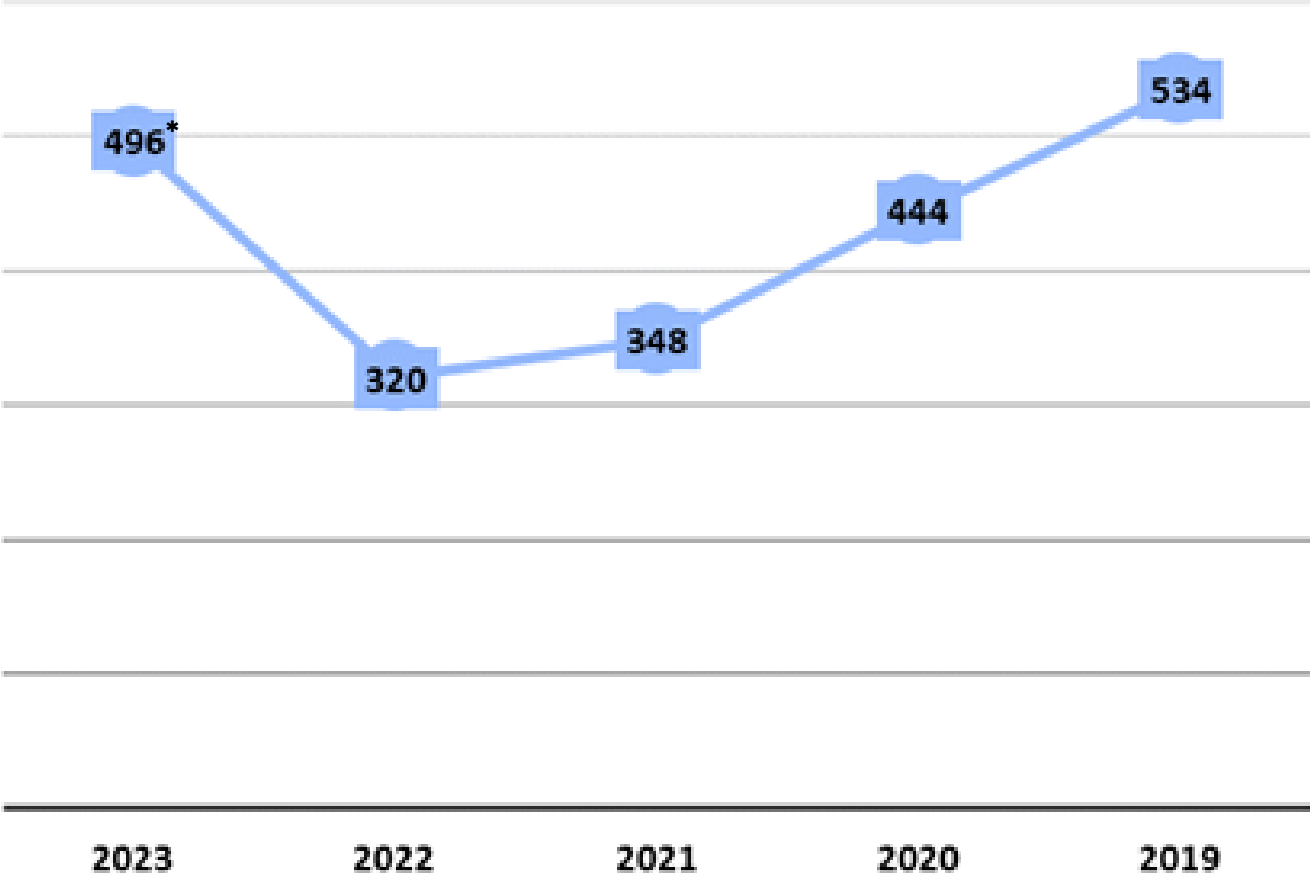
% Usage (serving staff) by County across the Civil Service 2023



* Staff posted abroad (does not include local recruits)

One-to-one Management Support 2023

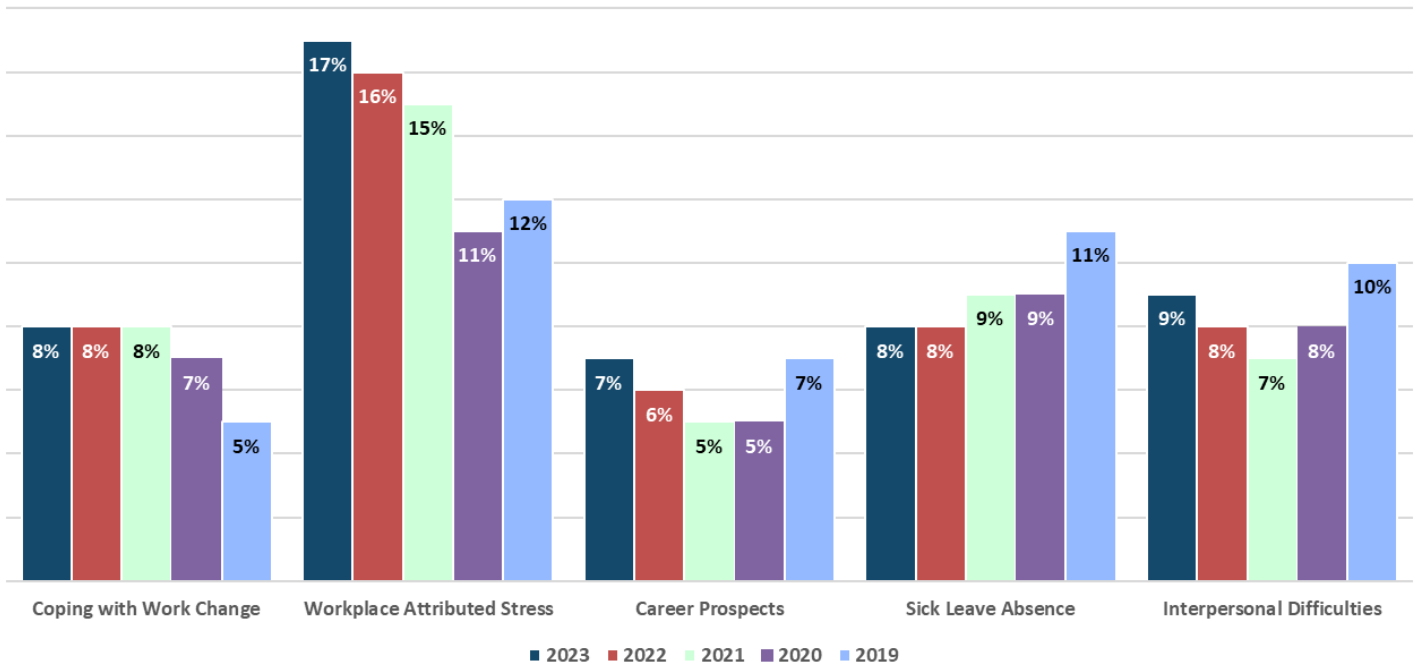
(Previous years included for comparison purposes)



* Figure includes all HR consults in 2023

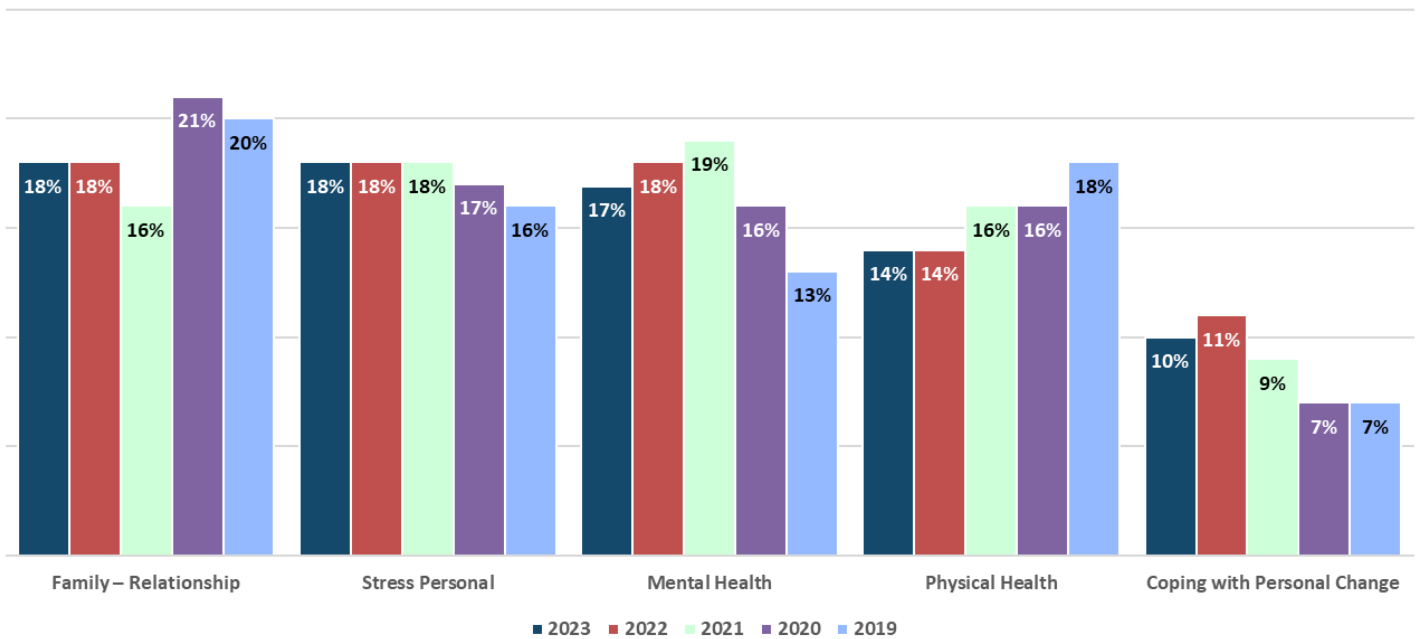
Top Work Issues 2023

(Previous years included for comparison purposes)

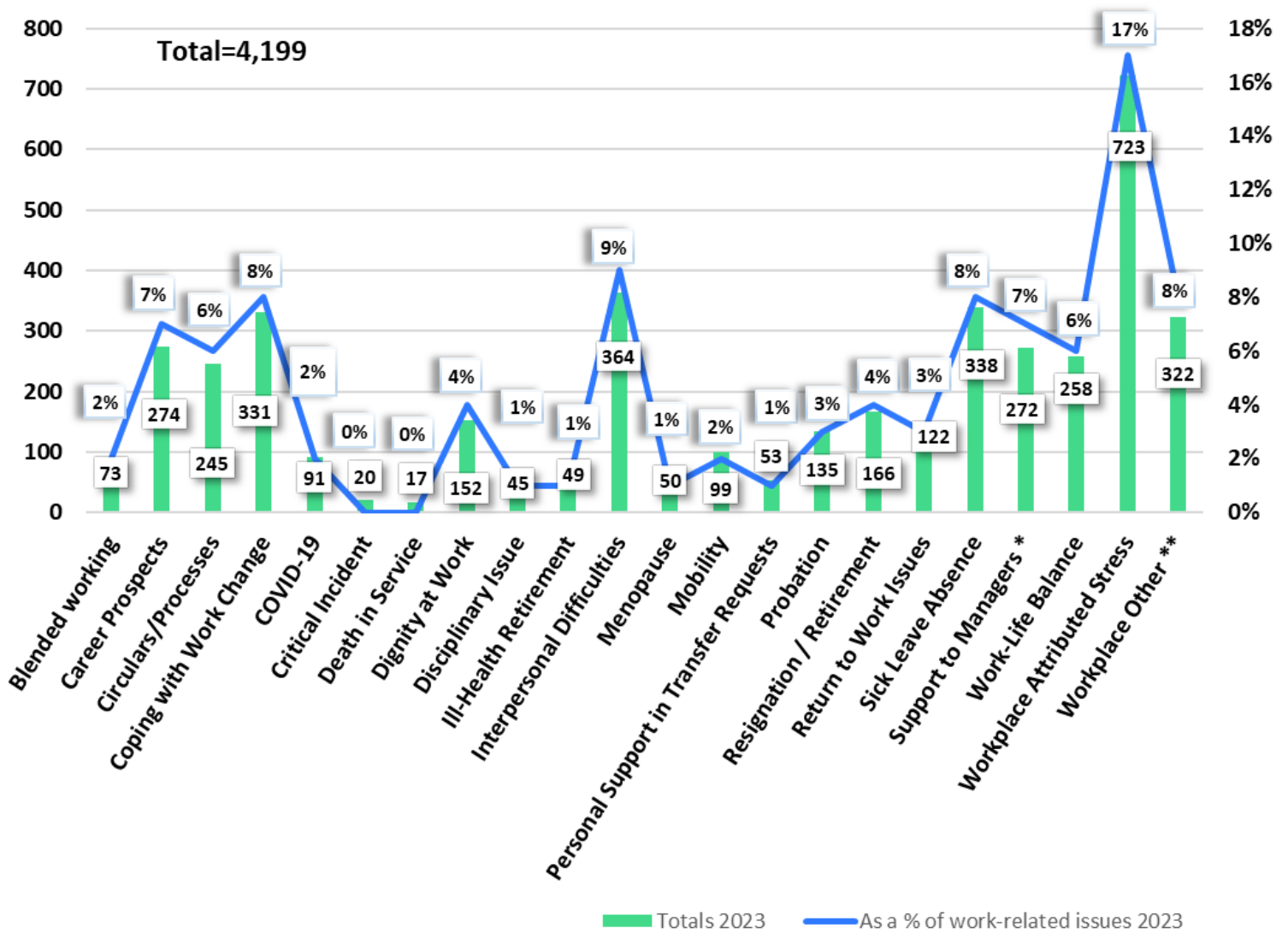


Top Personal Issues 2023

(Previous years included for comparison purposes)



CSEAS Casework - Work-Related Issues 2023



* Support to Managers in fulfilling their duty of care to staff. This does not include personal support availed of by managers.

** This category includes issues such as personal hygiene in the workplace, violent incidents and other workplace issues/challenges excluding those categorised

CSEAS Casework - Personal Issues 2023



* This category includes challenges such as fertility/pregnancy related difficulties, disability and other personal issues not categorised

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

Casework by Department 2023

	Number of Cases 2023	As a % of serving staff in each Dept 2023
Agriculture, Food and Marine	224	6%
Attorney General	13	9%
Chief State Solicitors Office	21	6%
Children, Equality, Disability, Integration and Youth	66	9%
Comptroller and Auditor General	9	5%
Courts Service	86	7%
CSO - Central Statistics Office	104	10%
Defence	13	3%
Director of Public Prosecutions	14	6%
Education *	106	5%
Enterprise, Trade and Employment **	58	6%
Environment, Climate and Communications	42	7%
Finance	23	7%
Foreign Affairs ***	126	6%
Further & Higher Education, Research, Innovation & Science	10	4%
Health	61	9%
Housing, Local Government and Heritage ****	179	11%
Justice *****	238	7%
Legal Aid Board	43	8%
National Shared Services Office	42	5%
Office of Government Procurement	12	5%
Oireachtas	30	5%
Ombudsman *****	26	17%
OPW - Office of Public Works	114	5%
PAS - Public Appointments Service	17	6%
President's Establishment & GSOC	13	7%
Public Expenditure, NDP Delivery and Reform	41	8%
Public Sector Organisations *****	22	-
Revenue	670	10%
Rural and Community Development	19	8%
Social Protection	722	10%
State Examinations Commission	7	3%
State Laboratory	9	7%
Tailte Éireann *****	78	8%
Taoiseach	6	2%
Tourism, Culture, Arts, Gaeltacht, Sport and Media *****	34	8%
Transport	50	8%
	3,348	

* includes National Council for Special Education, National Council For Curriculum Assessment

** includes Companies Registration Office, Workplace Relations Commission

*** includes staff posted abroad

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

***** includes civil servants in the Irish Prison Service, Data Protection Commission

***** includes Ombudsman for Children's Office

***** includes National Gallery, National Museum, National Library

***** Tailte Éireann is an amalgamation of the Property Registration Authority, the Valuation Office and Ordnance Survey Ireland

***** includes National Archives

CSEAS Health & Wellbeing Webinars/Presentations/Collaborations 2023

Department/Office/Others	Topic	Volume	Total
Agriculture, Food and Marine	Building Resilience	1	13
	Dealing with Difficult Callers	1	
	Introduction to the CSEAS	5	
	Mental Health Benefits of Engaging with Language and Culture	1	
	Overview of CSEAS Supports for Managers	1	
	Positive Mental Health	1	
	Stress Management	3	
Central Statistics Office (CSO)	Bereavement	1	22
	Building Resilience	4	
	Dealing with Difficult Phone Calls	1	
	Dignity at Work	2	
	Introduction to Positive Psychology	3	
	Maintaining a Positive Outlook	1	
	Personal Innovation	1	
	Self Care for Staff	2	
	Stress Management	5	
	Supports available from CSEAS	1	
	Work/Life Balance	1	
Chief State Solicitors Office	Working in a Post Covid Environment	1	3
	Self Care for Managers - Workshop	2	
Children, Equality, Disability, Integration and Youth	Health & Wellbeing	1	3
	Introduction to the CSEAS	1	
	Stress Management	1	
Courts Service	Introduction to the CSEAS	11	14
	Positive Mental Health	1	
	Self Care for Staff	2	
Education	Introduction to the CSEAS	3	4
	Positive Mental Health	1	
Enterprise, Trade and Employment	Introduction to the CSEAS	1	3
	Physical Activity and Wellbeing	1	
	Positive Mental Health	1	
Environment Climate and Communications	Introduction to the CSEAS	3	3
Finance	Dignity at Work	1	2
	How to Cope with Bereavement	1	

Department/Office/Others	Topic	Volume	Total
Foreign Affairs	Dealing with Difficult Calls & Self Care	3	7
	Grief and Loss	2	
	Introduction to the CSEAS	2	
Garda Ombudsman	Building Resilience - Psychological Flexibility & Self Care	1	3
	Health and Wellbeing	1	
	Psychological Flexibility and Change	1	
Health	Introduction to the CSEAS	10	12
	Self Care for HR	1	
	Time For Change	1	
Housing, Local Government and Heritage	Building Healthy Habits	1	8
	Change Management and Self Care	1	
	Dignity at Work	1	
	Introduction to the CSEAS	1	
	Menopause and Mental Health	1	
	Positive Mental Health	1	
	Self Care for Staff	1	
	Winter Wellness	1	
Justice	Introduction to the CSEAS	4	13
	Mental Health and Wellbeing	3	
	Self Care in Challenging Work Situations	3	
	Support for People Managers & Managing Staff Welfare in Challenging Work Situations	1	
	Wellness and Self-care for Shiftworkers	2	
Met Eireann	Introduction to the CSEAS	2	2
National Archives	Dignity at Work	1	1
National Gallery	Movement and Mental Health	1	1
NSSO National Shared Service Office	Introduction to the CSEAS	1	1
Office of Government Procurement (OGP)	Introduction to the CSEAS	4	5
	Psychological Flexibility - Self Care and Change	1	
Office of Public Works (OPW)	Building Resilience	1	12
	Dignity at Work	1	
	Introduction to the CSEAS	2	
	Managing Change	1	
	Self Care for HR	1	
	Stress Management	5	
	Work/Life Balance	1	
Office Planning Regulator	Introduction to the CSEAS	1	2
	Positive Mental Health	1	

Department/Office/Others	Topic	Volume	Total
Office of the Ombudsman	Introduction to the CSEAS	1	1
Office of the Revenue Commissioners	Building Resilience	2	32
	Change, Challenges and Resilience	1	
	Connectivity	2	
	Dealing with Difficult Phone Calls	1	
	Dignity at Work	1	
	Introduction to the CSEAS	14	
	Support for Managers	1	
	Self Care for HR	3	
	Self Care for Managers	2	
	Stress Management	5	
Oireachtas	Introduction to the CSEAS & Support in Domestic Abuse Situations	1	1
Property Registration Authority	Introduction to the CSEAS	1	2
	People Managers Guide	1	
Public Appointments Service (PAS)	Mindfulness	1	3
	Self Care for Managers	1	
	Self Care for Staff	1	
Public Expenditure & Reform	Christmas 2023 - Making the Most of the Season	1	5
	Introduction to the CSEAS	4	
Social Protection	Introduction to the CSEAS	42	64
	People Managers Guide	18	
	Self Care for HR	1	
	Self Care For Staff	2	
	Stress Management	1	
State Laboratory	Dealing with Difficult Phone Calls	1	3
	Parenting and Balancing Work	1	
	Self Care for HR	1	
Tailte Éireann	Introduction to the CSEAS	1	2
	Stress Management	1	
Taoiseach	Self Care for Staff	1	1
Tourism, Culture, Arts, Gaeltacht, Sport and Media	Dignity at Work	1	6
	Maintaining a Positive Outlook	1	
	Mindfulness	2	
	Positive Mental Health	1	
	Self Care for HR	1	

Department/Office/Others	Topic	Volume	Total
Transport	Grief and Loss	1	4
	Introduction to the CSEAS	1	
	Mental Health and Wellbeing	1	
	Psychological Flexibility	1	
AO & Third Secretary Network	Positive Mental Health by Building Better Habits	1	2
	Information on the CSEAS	1	
Civil Service Wide/OneLearning Collaborations	Breast, Cervical and Ovarian Cancer Information	1	9
	Bullying	1	
	Finding Peace In The Chaos Of The Modern World	1	
	Grief in the Workplace	1	
	How to Engage with our Children's Anxieties without Minimising or Dismissing Them	1	
	Men's Health	1	
	Stressmas	1	
	Wellness at Work	1	
	Women's Aid Domestic Abuse Awareness	1	
AHCPS	The Impact of Blended Working on Working Life in the Civil Service	1	1
Forsa	Information on the CSEAS	1	2
	Work/Life Balance	1	
Total			272

Civil Service Employee Assistance Service
(CSEAS) Activity Report 2023

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