



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

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee
Assistance Service

CSEAS Usage Report Jan – June 2020

Prepared by the Civil Service Employee Assistance Service

Department of Public Expenditure and Reform

www.cseas.per.gov.ie



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

10% of Civil Servants made contact with the CSEAS in Q1 and Q2 2020

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

Contents

CSEAS KEY FACTS JAN – JUNE 2020	3
CSEAS Jan – June 2020 Activity Snapshot	4
Appendix 1: Details of CSEAS Activity Jan – June 2020	10
Table 1: CSEAS Casework by Department/Office	10
Table 2: CSEAS Casework by County	11
Table 3: CSEAS Casework by Grade	12
Table 4: CSEAS Casework by Category	13
Appendix 2: CSEAS Health and Wellbeing Promotion Jan – June 2020	14
Appendix 3: CSEAS Website	16

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 end May 2020 including State Industrial Staff but excluding Garda Civilians, Prisons' staff, local recruits serving abroad for whom EAP services are outside the remit of the CSEAS.

CSEAS KEY FACTS JAN – JUNE 2020

- 10% of serving civil servants contacted the CSEAS 1 Jan – 30 June 2020 of which:
 - 6% availed of one-to-one support
- The numerical breakdown of the above percentages are :
 - 3,787 civil servants contacted the CSEAS of which
 - 2,289 engaged in one-to-one casework
 - 1,417 telephoned/emailed the central CSEAS helpdesk and/or sought information from individual Employee Assistance Officers (EOs)
- 5,707 sessions* were provided
- 10% of work-related issues were manager consultations about staff wellbeing concerns
- 68 presentations were delivered in person and virtually across Government Departments/Offices on health and wellbeing related topics
- CSEAS responded to 4 workplace critical incidents
 - 40 staff members personally impacted by critical incidents received one-to-one support

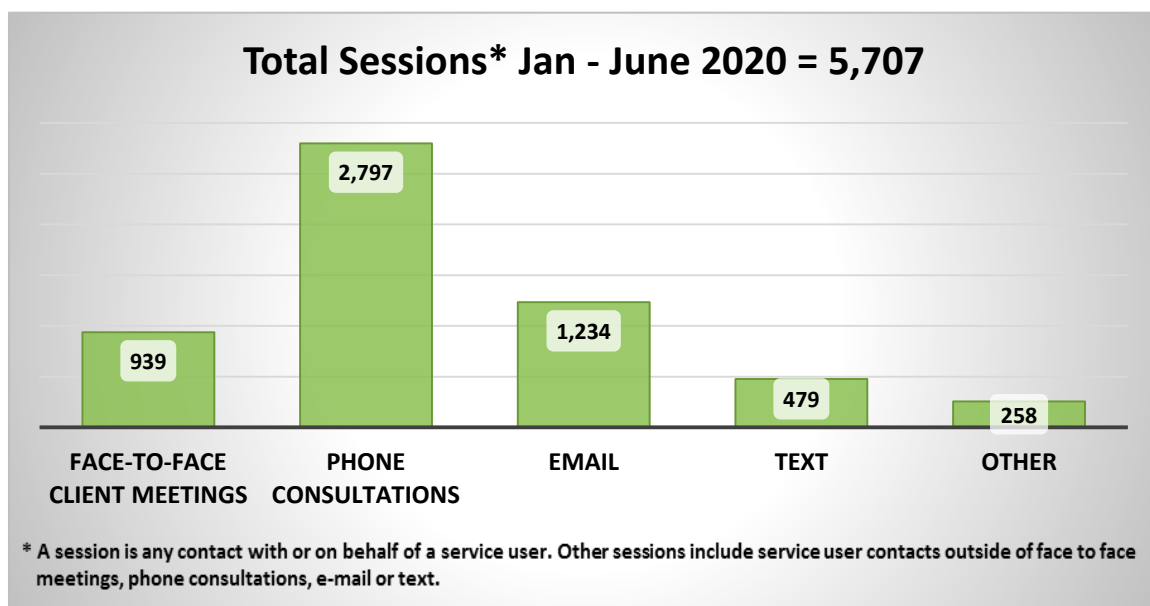
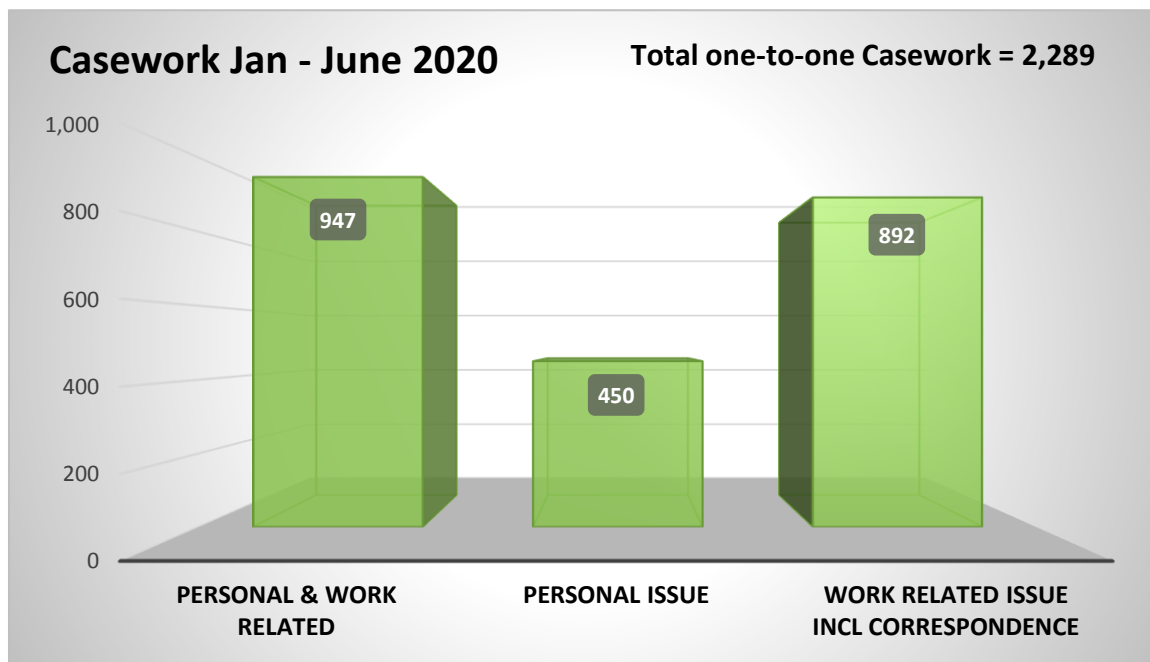
** Sessions refer to service user contacts/contacts on their behalf (face-to-face, phone, email, text)*

CSEAS Jan – June 2020 Activity Snapshot

See [Appendix 1](#) for details

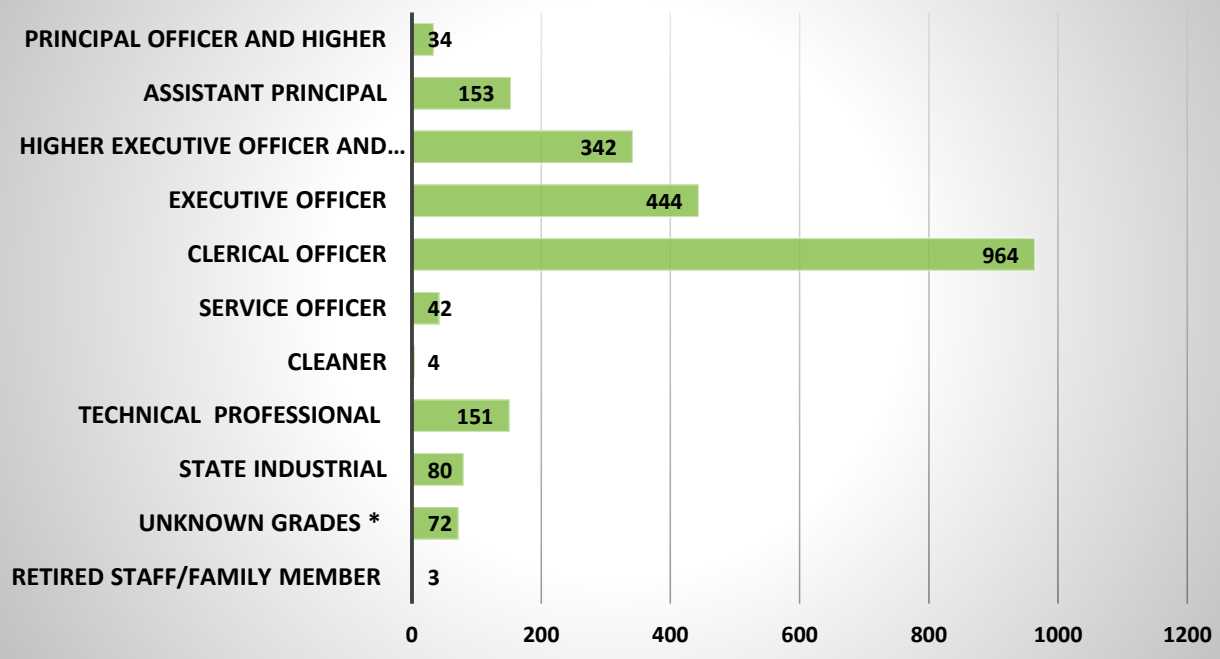
10% of Civil Servants contacted the CSEAS in the first half of 2020

6% of the above represents one-to-one casework – the balance comprises CSEAS Helpdesk contacts and information requests



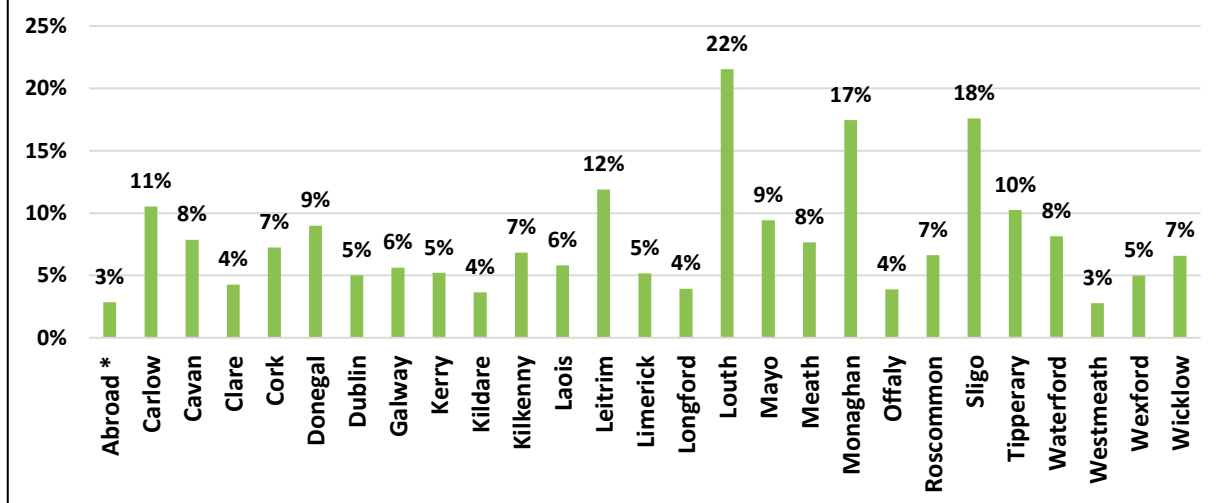
CSEAS Casework by Grade Jan-June 2020

Total one-to-one casework = 2,289

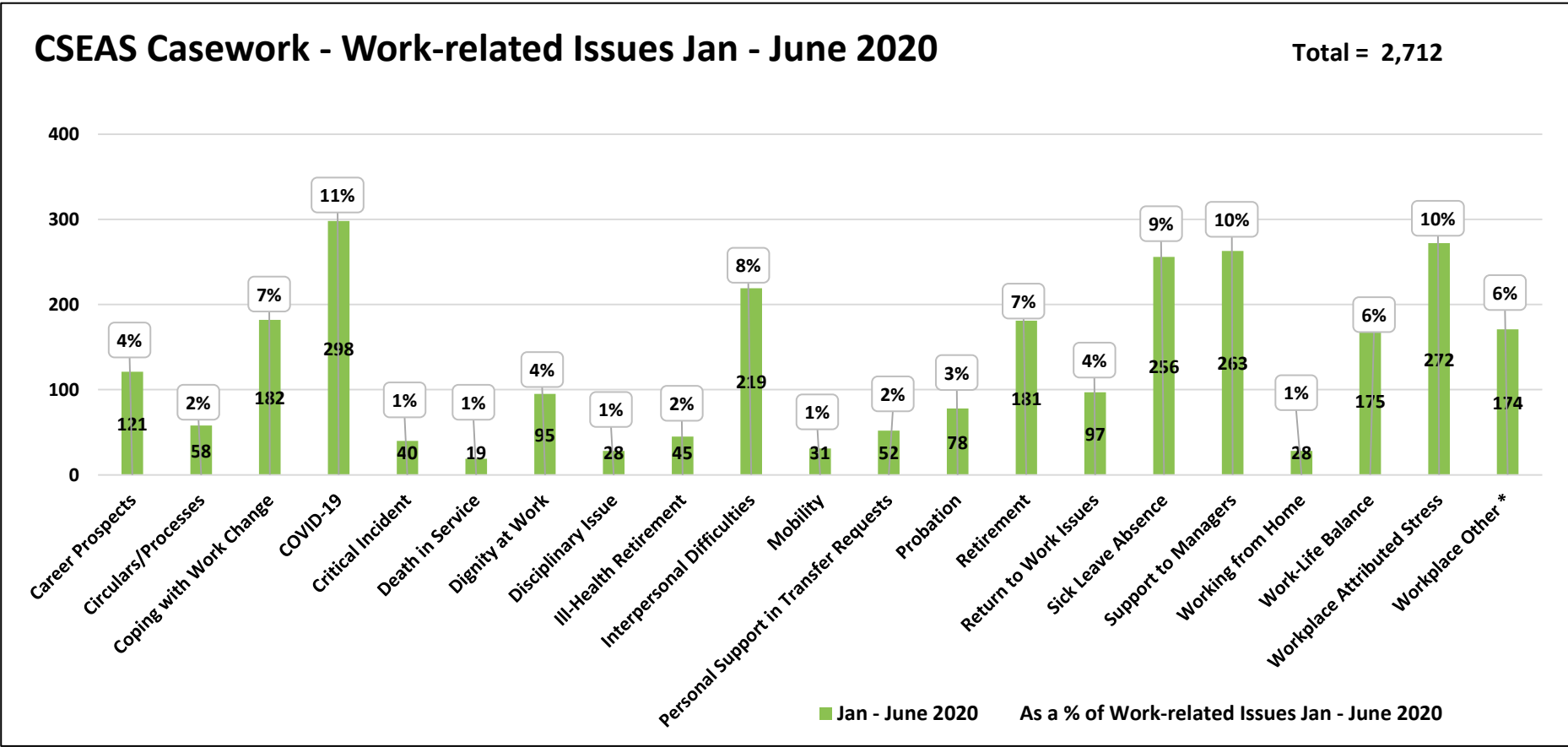


* Unknown Grades refers to CSEAS cases where the grade was not disclosed by the service user

% Usage (serving staff) by County across the Civil Service Jan - June 2020

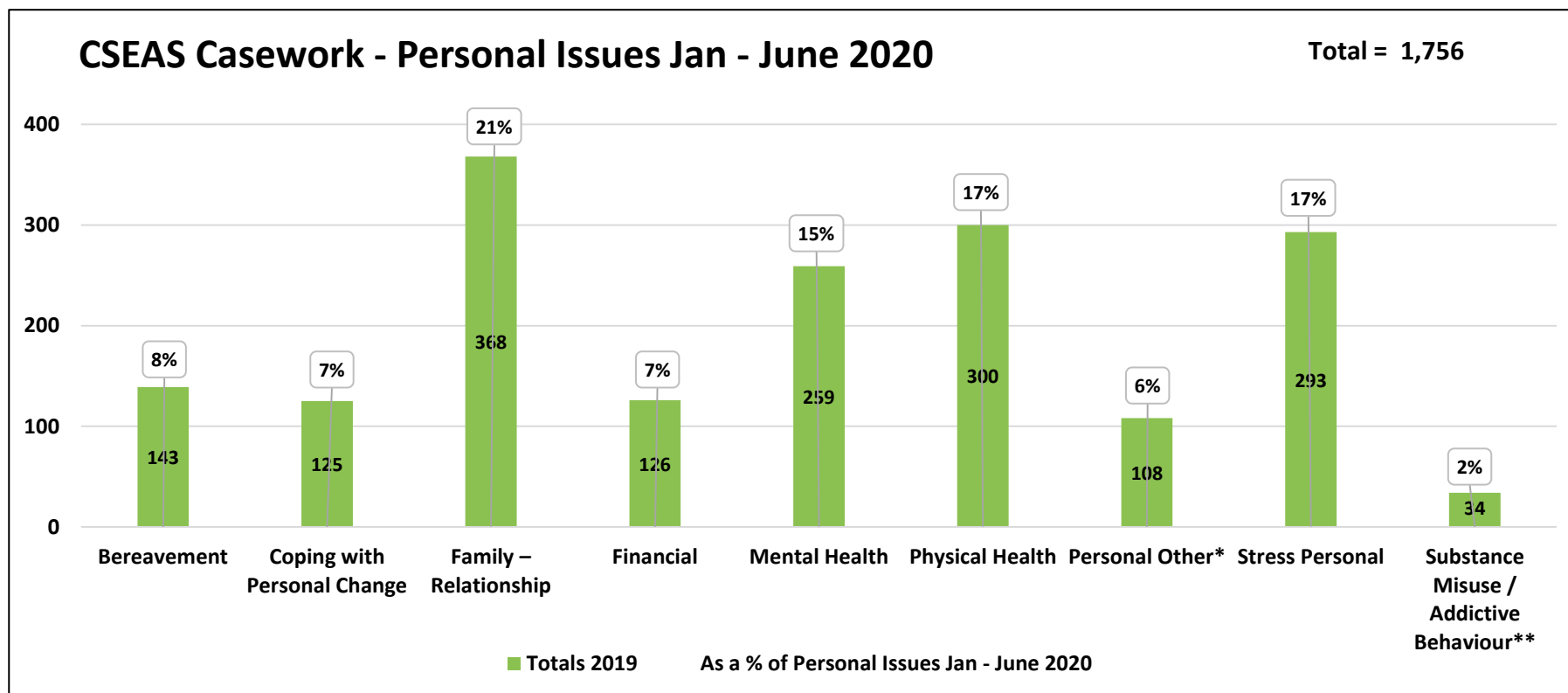


One-to-one clients using the CSEAS often wish to discuss a combination of issues. These issues are reflected individually in the figures below:



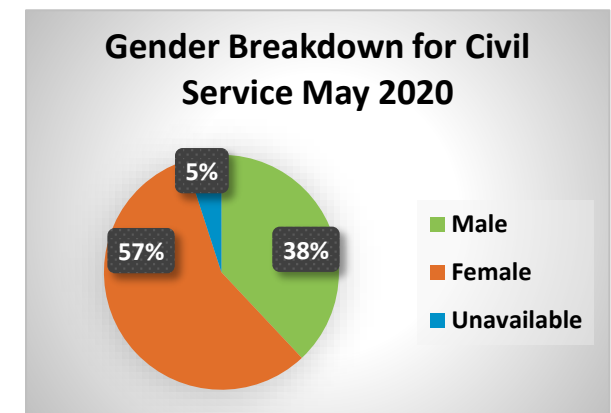
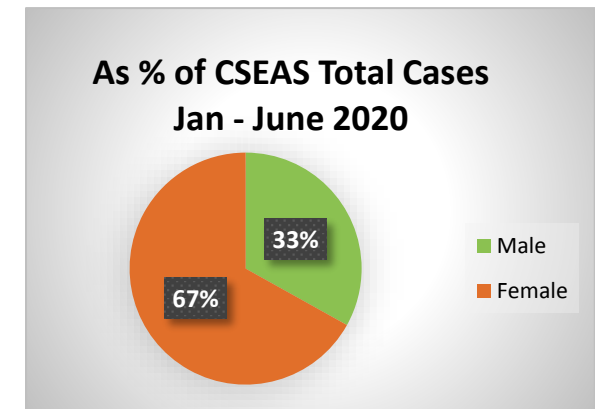
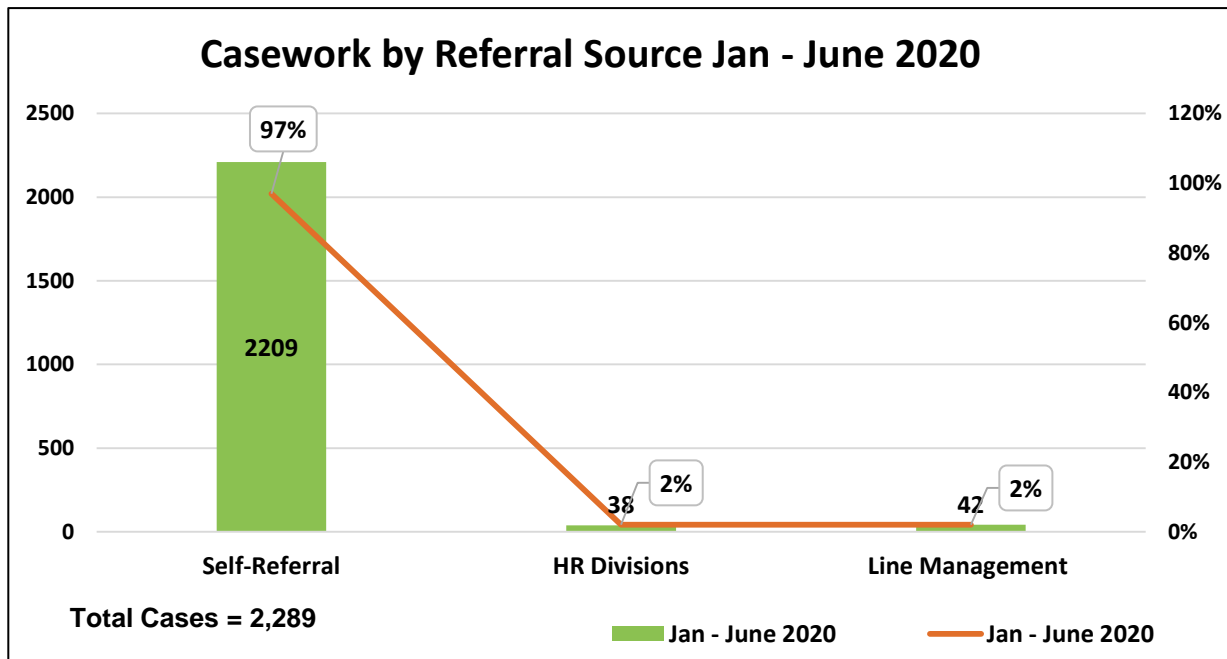
* This category includes issues such as personal hygiene, maternity, violent incident, SAR and workplace issues/challenges excluding those categorised

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



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

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



Casework by Referral Source 2019

Self-referrals are service users who contact the CSEAS directly.

Self-referrals also include suggested referrals to the CSEAS by the following:

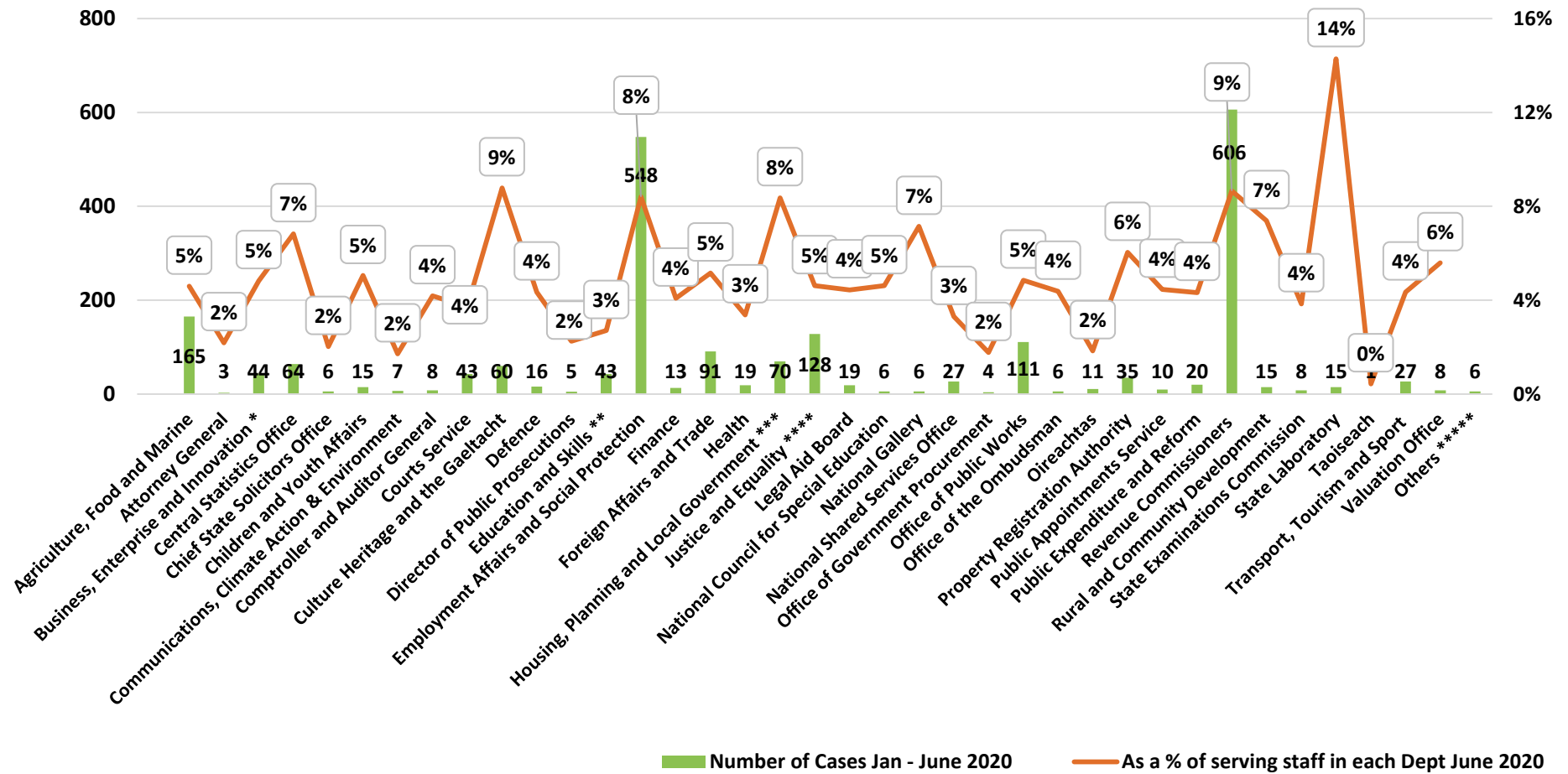
- HR
- Line Manager
- CMO
- Colleague
- Union

In keeping with Data Protection Regulations, the CSEAS only accept formal referrals from HR/Management where there is a risk to life e.g. suicidal intent or, where the referral has been recommended by the Office of the CMO.

5% figure above includes 1,817
State Industrial staff for whom a
breakdown by gender is not
available

Casework by Department Jan - June 2020

Total cases Jan - June 2020 = 2,289



Appendix 1: Details of CSEAS Activity Jan – June 2020

Table 1: CSEAS Casework by Department/Office

	Number of Cases Jan - June 2020	As a % of serving staff in each Dept May 2020	Total Serving Staff (Established & State Industrial) at end May 2020
Agriculture, Food and Marine	165	5%	3592
Attorney General	3	2%	137
Business, Enterprise and Innovation *	44	5%	911
Central Statistics Office	64	7%	937
Chief State Solicitors Office	6	2%	296
Children and Youth Affairs	15	5%	297
Communications, Climate Action &	7	2%	409
Comptroller and Auditor General	8	4%	191
Courts Service	43	4%	1158
Culture Heritage and the Gaeltacht	60	9%	683
Defence	16	4%	368
Director of Public Prosecutions	5	2%	222
Education and Skills **	43	3%	1589
Employment Affairs and Social Protection	548	8%	6524
Finance	13	4%	318
Foreign Affairs and Trade	91	5%	1765
Health	19	3%	563
Housing, Planning and Local Government	70	8%	837
Justice and Equality ****	128	5%	2773
Legal Aid Board	19	4%	428
National Council for Special Education	6	5%	130
National Gallery	6	7%	84
National Shared Services Office	27	3%	817
Office of Government Procurement	4	2%	226
Office of Public Works	111	5%	2287
Office of the Ombudsman	6	4%	137
Oireachtas	11	2%	596
Property Registration Authority	35	6%	580
Public Appointments Service	10	4%	224
Public Expenditure and Reform	20	4%	462
Revenue Commissioners	606	9%	6999
Rural and Community Development	15	7%	203
State Examinations Commission	8	4%	208
State Laboratory	15	14%	105
Taoiseach	1	0%	229
Transport, Tourism and Sport	27	4%	621
Valuation Office	8	6%	143
Others *****	6	Not Applicable	158
Total	2,289		38,207

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

** 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, Irish Human Rights and Equality Commission, Data Protection Commission, Policing Authority, Probation Service

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

Table 2: CSEAS Casework by County

County	Total CSEAS Cases by County Jan – June 2020	Total Staff in Civil Service by County (figures from DPER As at end May 2020) **	% Usage (serving staff) by County across the Civil Service Jan – June 2020
Abroad *	11	386	3%
Carlow	20	190	11%
Cavan	28	356	8%
Clare	21	491	4%
Cork	161	2221	7%
Donegal	75	835	9%
Dublin	933	18567	5%
Galway	60	1066	6%
Kerry	51	979	5%
Kildare	40	1097	4%
Kilkenny	30	439	7%
Laois	38	655	6%
Leitrim	36	303	12%
Limerick	77	1492	5%
Longford	28	711	4%
Louth	127	590	22%
Mayo	55	584	9%
Meath	61	798	8%
Monaghan	22	126	17%
Offaly	21	539	4%
Roscommon	17	256	7%
Sligo	146	831	18%
Tipperary	93	908	10%
Waterford	53	651	8%
Westmeath	30	1077	3%
Wexford	44	882	5%
Wicklow	10	152	7%
Location unavailable	1	1025	0%
Total	2,289	38,207**	

* 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

	Total Cases Jan – June 2020	2020 Cases as a % of Serving Staff in each grade	Numbers in grades May 2020 ¹
Assistant Principal	153	5%	3057
Clerical Officer	964	8%	11548
Cleaner	4	5%	86
Executive Officer	444	6%	8049
Higher Executive Officer and Administrative Officer	342	6%	6085
Principal Officer and Higher	34	3%	1258
Service Officer	42	7%	575
State Industrial	80	4%	1817
Technical Professional	151	3%	5599
Unknown Grades *	72	-	133
Retired Staff/Family Member	3	-	-
Total	2,289		38,207

¹ Separating General Service Grades from Professional & Technical Equivalents

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

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

Table 4: CSEAS Casework by Category

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

Work-related Issues	Jan – June 2020	As a % of Work-related Issues Jan – June 2020
Career Prospects	121	4%
Circulars/Processes	58	2%
Coping with Work Change	182	7%
COVID-19	298	11%
Critical Incident	40	1%
Death in Service	19	1%
Dignity at Work	95	4%
Disciplinary Issue	28	1%
Ill-Health Retirement	45	2%
Interpersonal Difficulties	219	8%
Mobility	31	1%
Personal Support in Transfer Requests	52	2%
Probation	78	3%
Retirement	181	7%
Return to Work Issues	97	4%
Sick Leave Absence	256	9%
Support to Managers	263	10%
Working from Home	28	1%
Work-Life Balance	175	6%
Workplace Attributed Stress	272	10%
Workplace Other *	174	6%
Total	2712	100%
Personal Issues	Totals 2019	As a % of Personal Issues Jan - June 2020
Bereavement	143	8%
Coping with Personal Change	125	7%
Family – Relationship	368	21%
Financial	126	7%
Mental Health	259	15%
Physical Health	300	17%
Personal Other*	108	6%
Stress Personal	293	17%
Substance Misuse / Addictive Behaviour**	34	2%
Total	1756	100%
Overall Total	4468	

* Includes issues such as personal hygiene, violent incidents and other challenges excluding those categorised

** Includes issues such as domestic violence, maternity and other challenges excluding those categorised

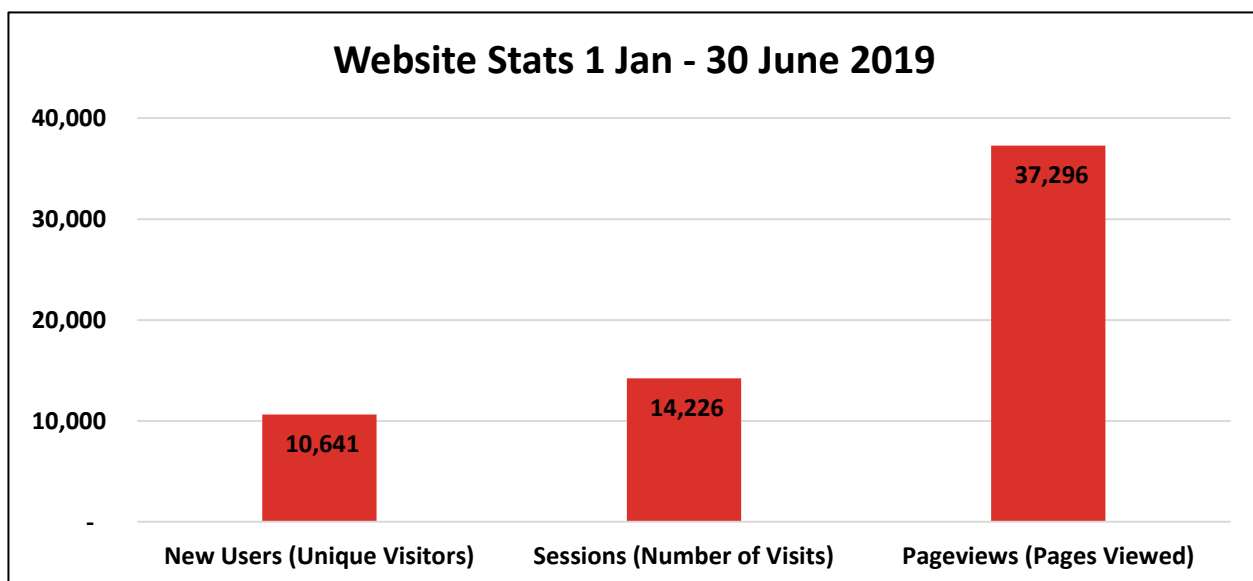
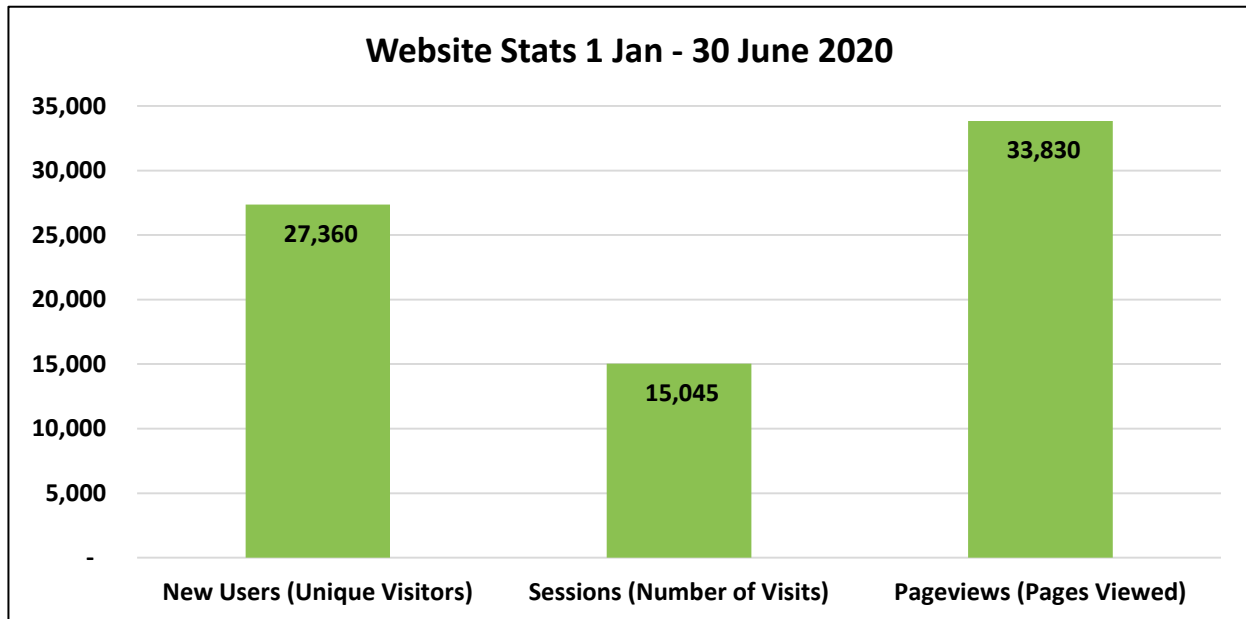
*** Includes issues with alcohol, drugs, gambling, internet etc.

Appendix 2: CSEAS Health and Wellbeing Promotion Jan – June 2020

Department	Topic	Number	Total
Agriculture & Food	Bereavement	1	4
	Building Resilience	1	
	Mental Health & Wellbeing / Positive Mental Health	2	
Business Enterprise & Innovation	Introduction to the CSEAS	1	2
	Self-Care for Managers	1	
Central Statistics Office	Introduction to the CSEAS	3	3
Communication, Climate Action & Environment	Self-Care for Staff	1	1
Courts Service	Work/Life Balance	1	1
Culture Heritage & the Gaeltacht	Dignity / Harmony at Work	1	2
	Introduction to the CSEAS	1	
Education and Skills	Health & Wellbeing	1	1
Employment Affairs & Social Protection	Introduction to the CSEAS*	3	8
	Retirement	1	
	Self-Care for Managers	3	
	Stress Management	1	
Finance	Dignity / Harmony at Work	1	1
Foreign Affairs & Trade	Mental Health & Wellbeing / Positive Mental Health	1	2
	People Managers Guide	1	
Garda Ombudsman	Introduction to the CSEAS	1	1
Housing, Planning & Local Government	Self-Care During Covid-19	1	1
Justice & Equality	Introduction to the CSEAS	7	13
	Self-Care / Remaining Positive & Connected During Covid-19	6	
Met Éireann	Self-Care During Covid-19	1	1
National Council for Special Education	Introduction to the CSEAS	1	1
OPW	Mental Health & Wellbeing / Positive Mental Health	1	2
	Retirement	1	
Public Appointments Service (PAS)	Self-Care / Remaining Positive & Connected During Covid-19*	1	2
	Self-Care for Staff	1	
Public Expenditure & Reform	Bereavement During Covid-19	1	3
	Introduction to the CSEAS	1	
	Self-Care / Remaining Positive & Connected During Covid-19	1	

Department	Topic	Number	Total
Revenue Commissioners	Health & Wellbeing	2	14
	Introduction to the CSEAS	5	
	Mental Health & Wellbeing/Positive Mental Health	5	
	Stress Management	2	
Rural & Community Affairs	Self-Care for Staff	2	2
State Laboratory	Wellbeing While Managing Remotely	1	1
Transport Tourism & Sport	Introduction to the CSEAS	2	2
Total		68	68

Appendix 3: CSEAS Website





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