



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

January – September 2020

Prepared by the Civil Service Employee Assistance Service

Department of Public Expenditure and Reform

www.cseas.per.gov.ie

October 2020



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

12% of Civil Servants made contact with the CSEAS from January to end September 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

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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 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 JANUARY – SEPTEMBER 2020

- 12% of serving civil servants contacted the CSEAS 1 Jan – 30 September 2020 of which:
 - 7% availed of one-to-one support
- The numerical breakdown of the above percentages are :
 - 4,699 civil servants contacted the CSEAS of which
 - 2,774 engaged in one-to-one casework
 - 1,925 telephoned/emailed the central CSEAS helpdesk and/or sought information from individual Employee Assistance Officers (EAOs)
- 8,119 sessions* were provided
- 10% of work-related issues were manager consultations about staff wellbeing concerns
- 112 presentations/webinars were delivered in person or virtually across Government Departments/Offices on health and wellbeing related topics
- CSEAS responded to 4 workplace critical incidents
 - 45 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)

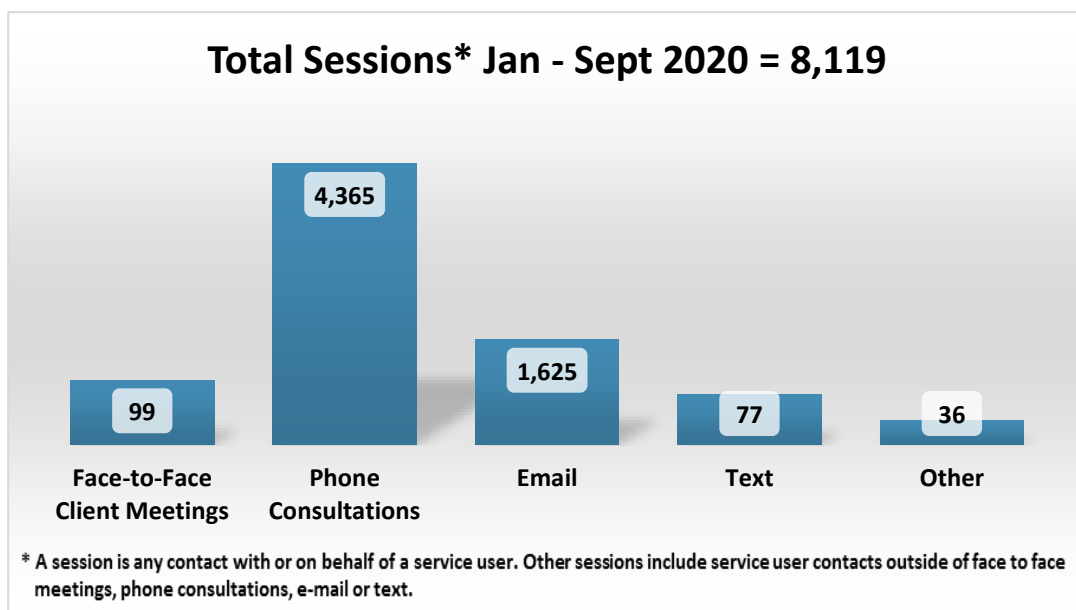
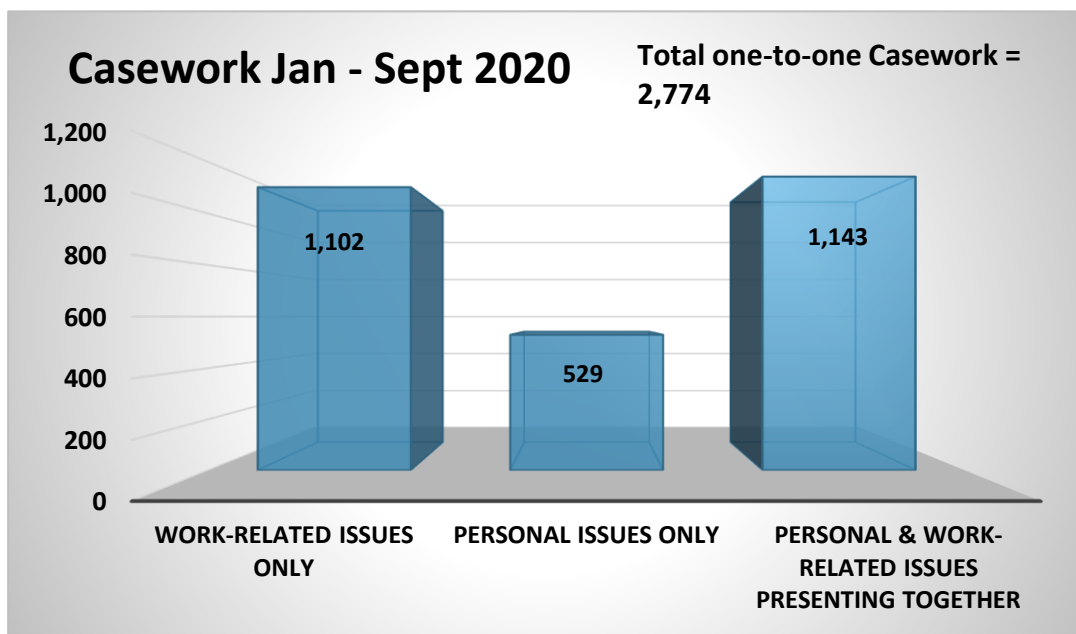
CSEAS January – September 2020

Activity Snapshot

See [Appendix 1](#) for details

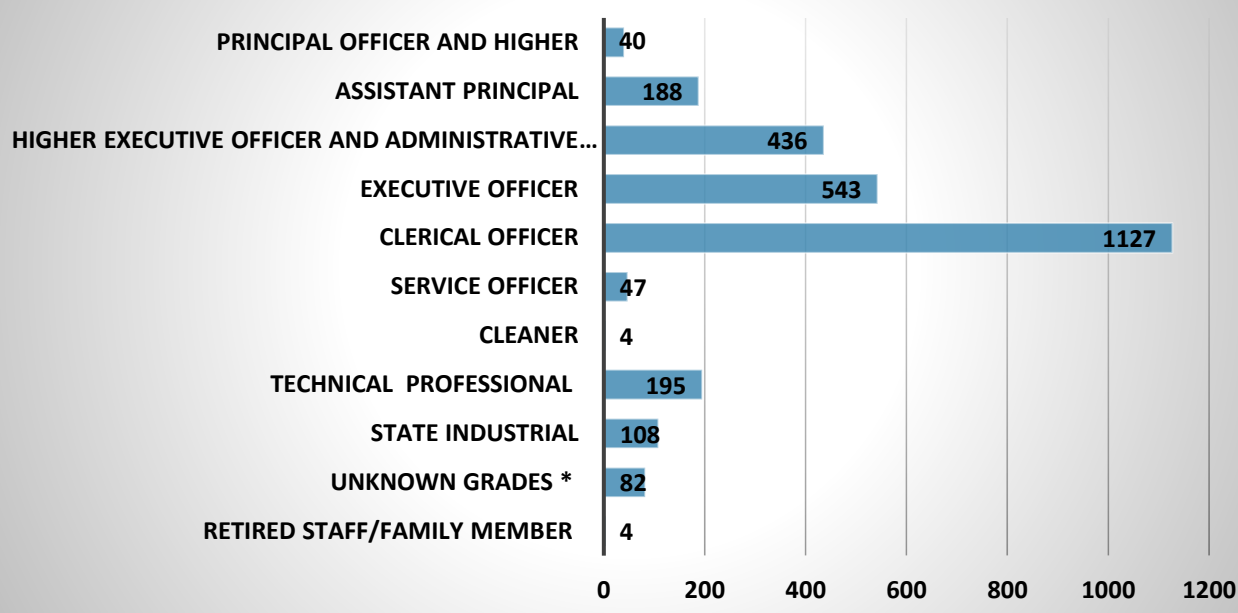
12% of Civil Servants contacted the CSEAS from Jan to Sept 2020

7% of the above represents one-to-one casework – the balance comprises CSEAS Helpdesk contacts and information requests



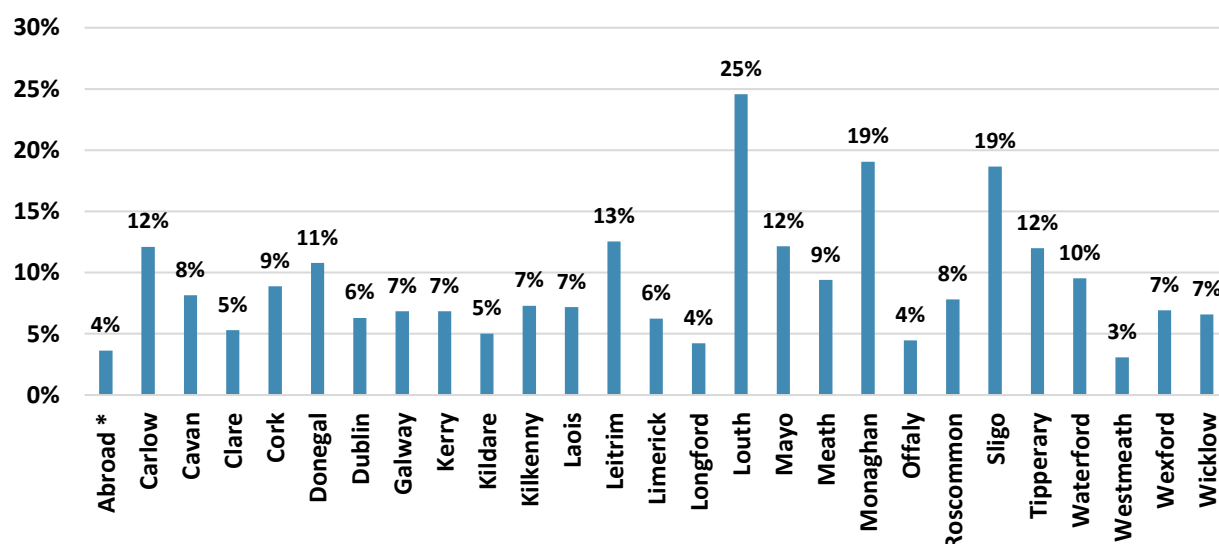
CSEAS Casework by Grade Jan - Sept 2020

Total one-to-one casework = 2,774

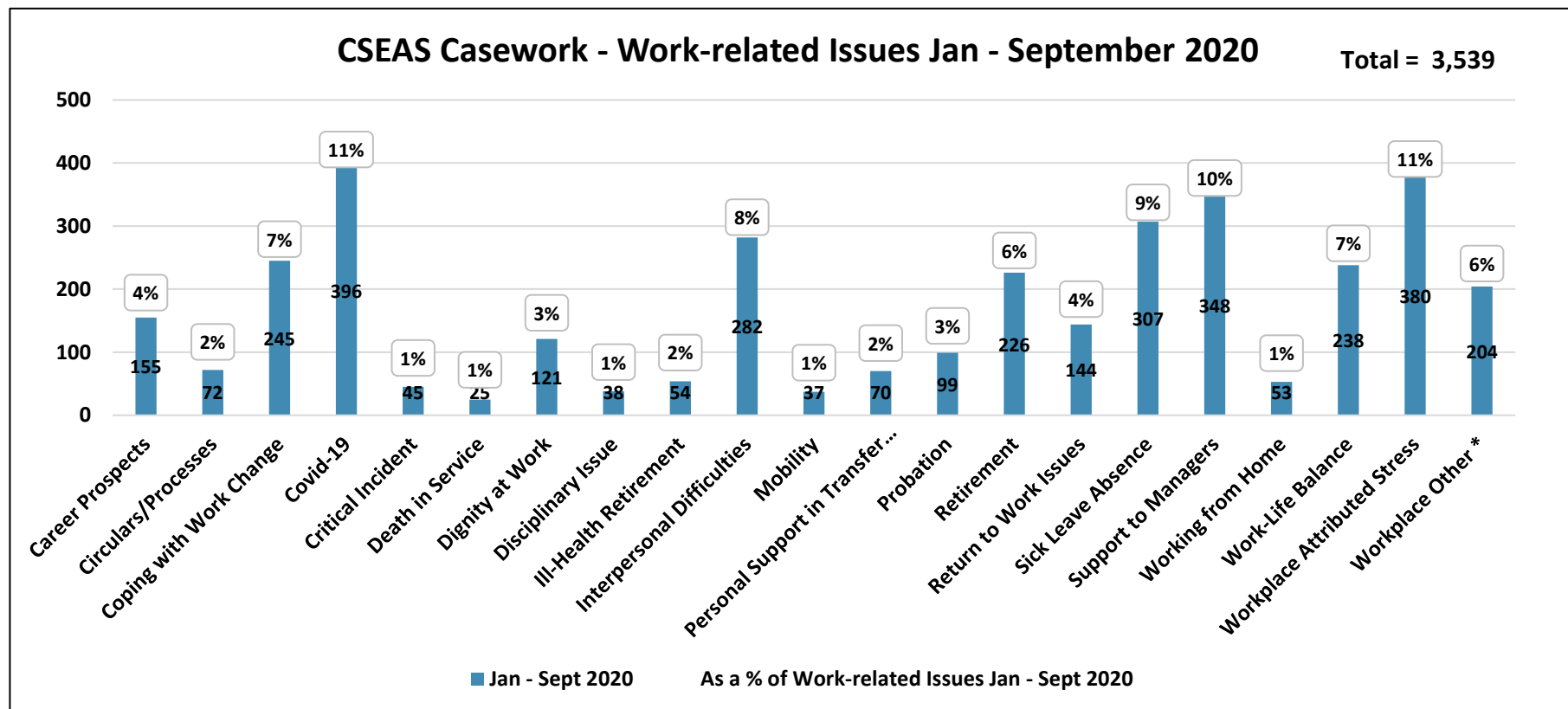


* Unknown Grades refers to CSEAS cases where the grade was not disclosed by the service user

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

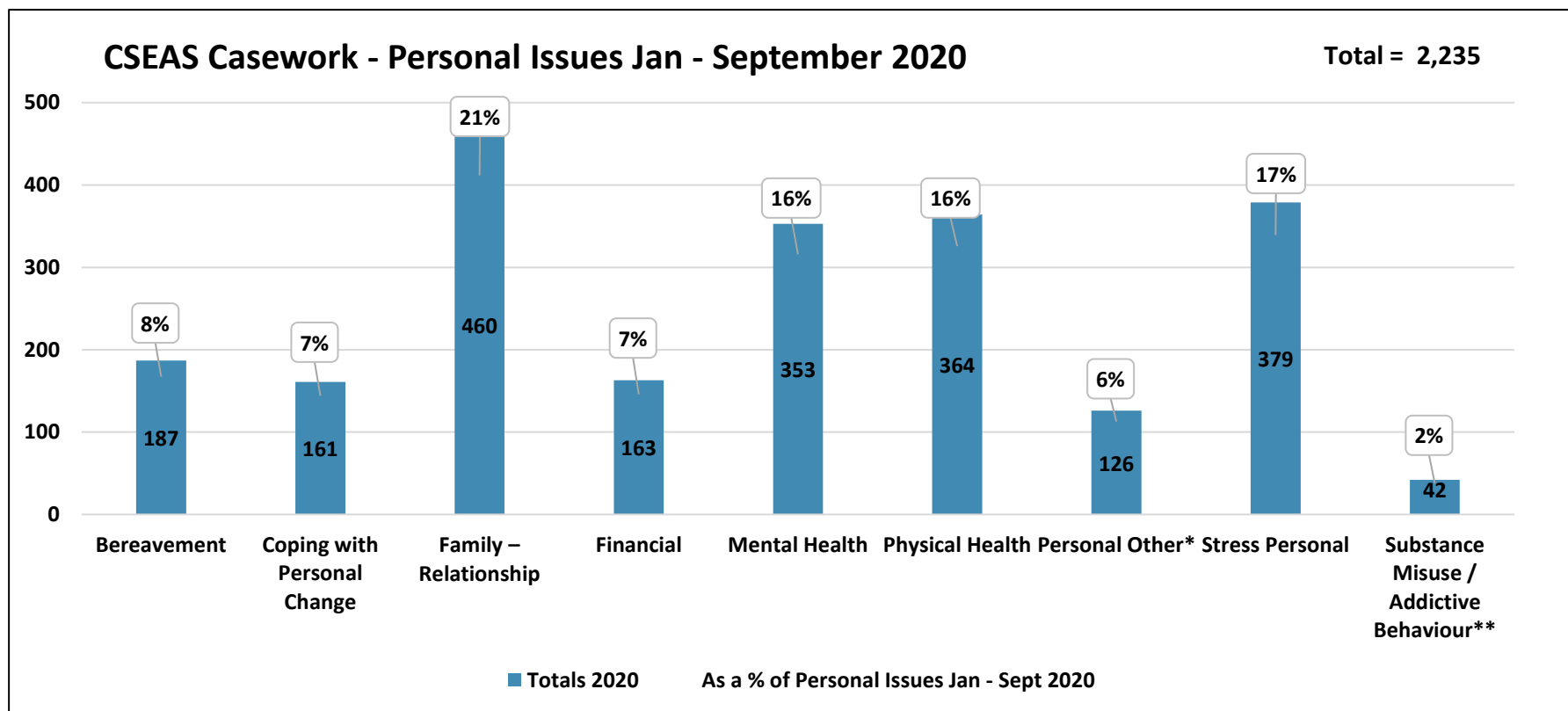


One-to-one clients using the CSEAS often wish to discuss a combination of issues. These issues are reflected individually in the figures below:



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

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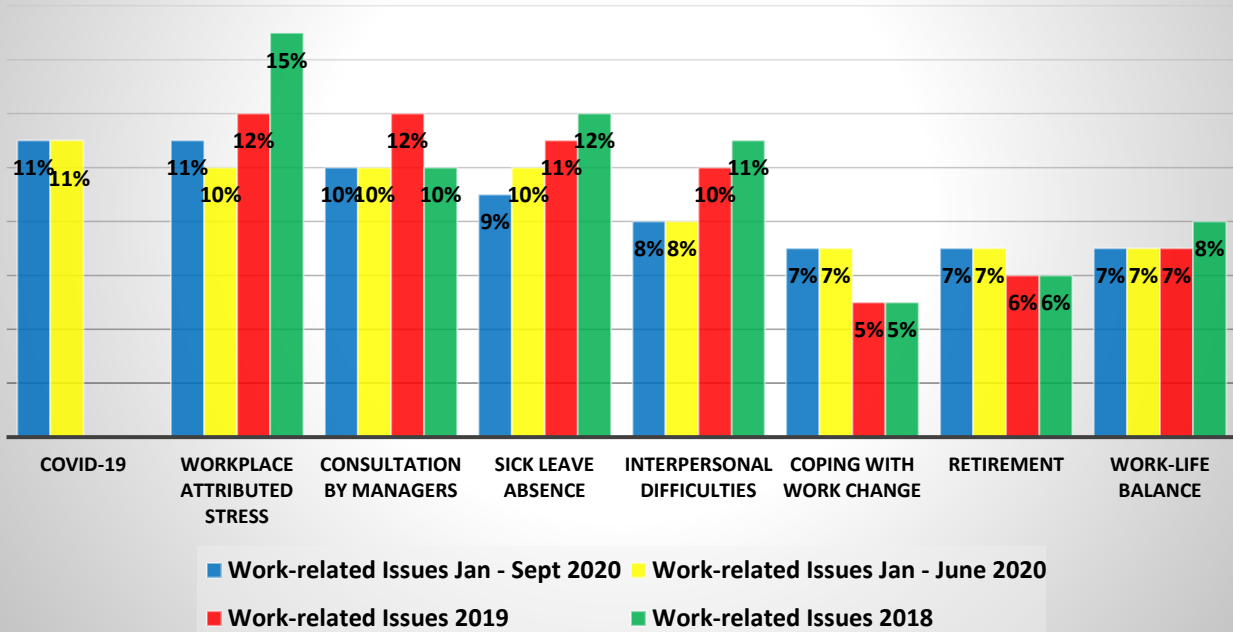


* This category include issues/challenges such as domestic violence, maternity and personal issues excluding those categorised

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

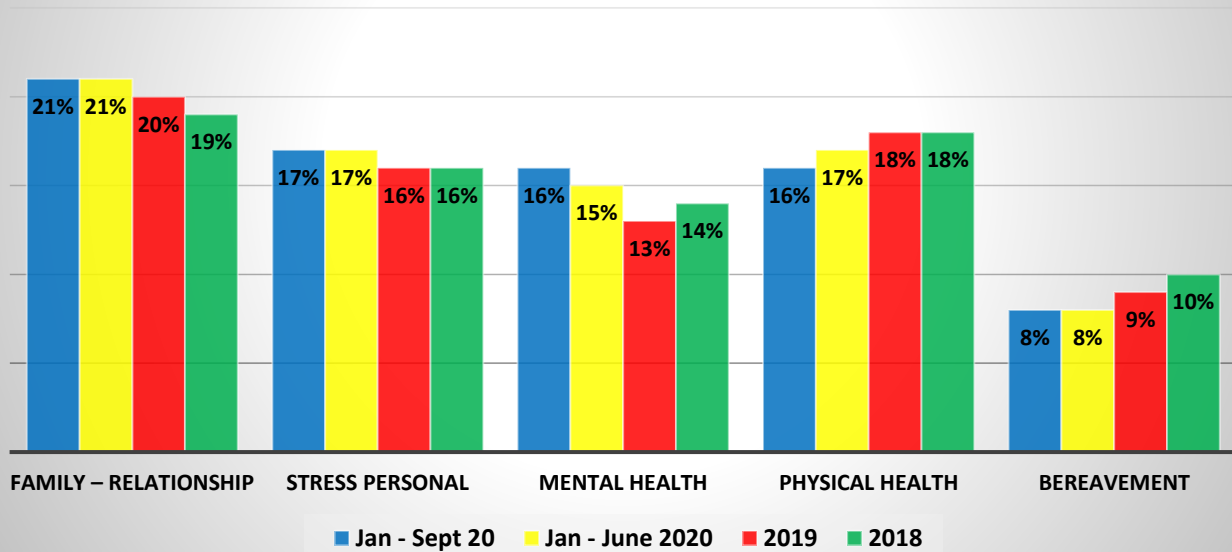
CSEAS Casework

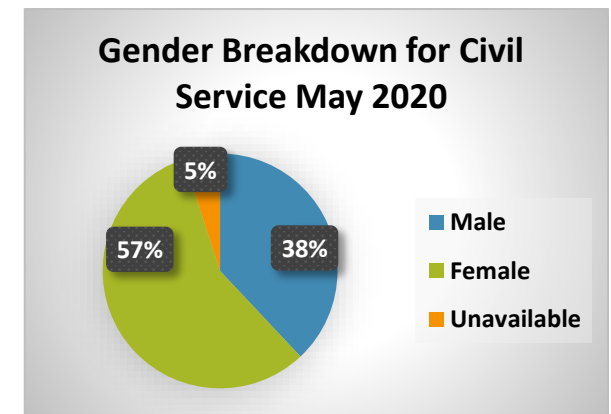
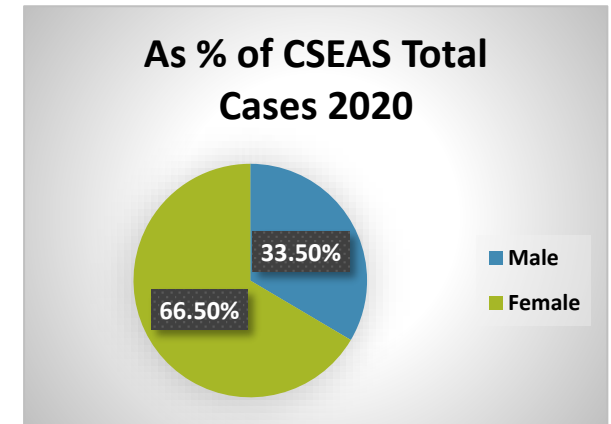
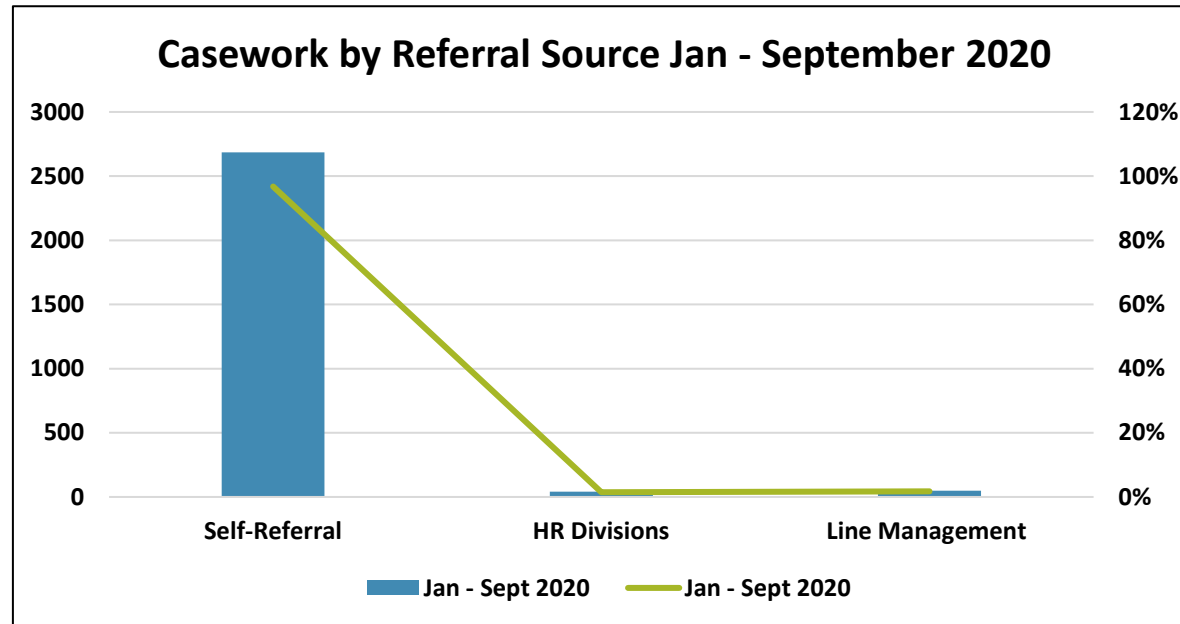
Top work-related issues presenting as a % of total Work-related Issues Jan - Sept 2020 (9 months)
2019 and 2018 (full years) are shown for comparison purposes



CSEAS Casework

Top work-related issues presenting as a % of total Personal Issues Jan - Sept 2020 (9 months)
2019 and 2018 (full years) are shown for comparison purposes





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

Casework by Referral Source 2019

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

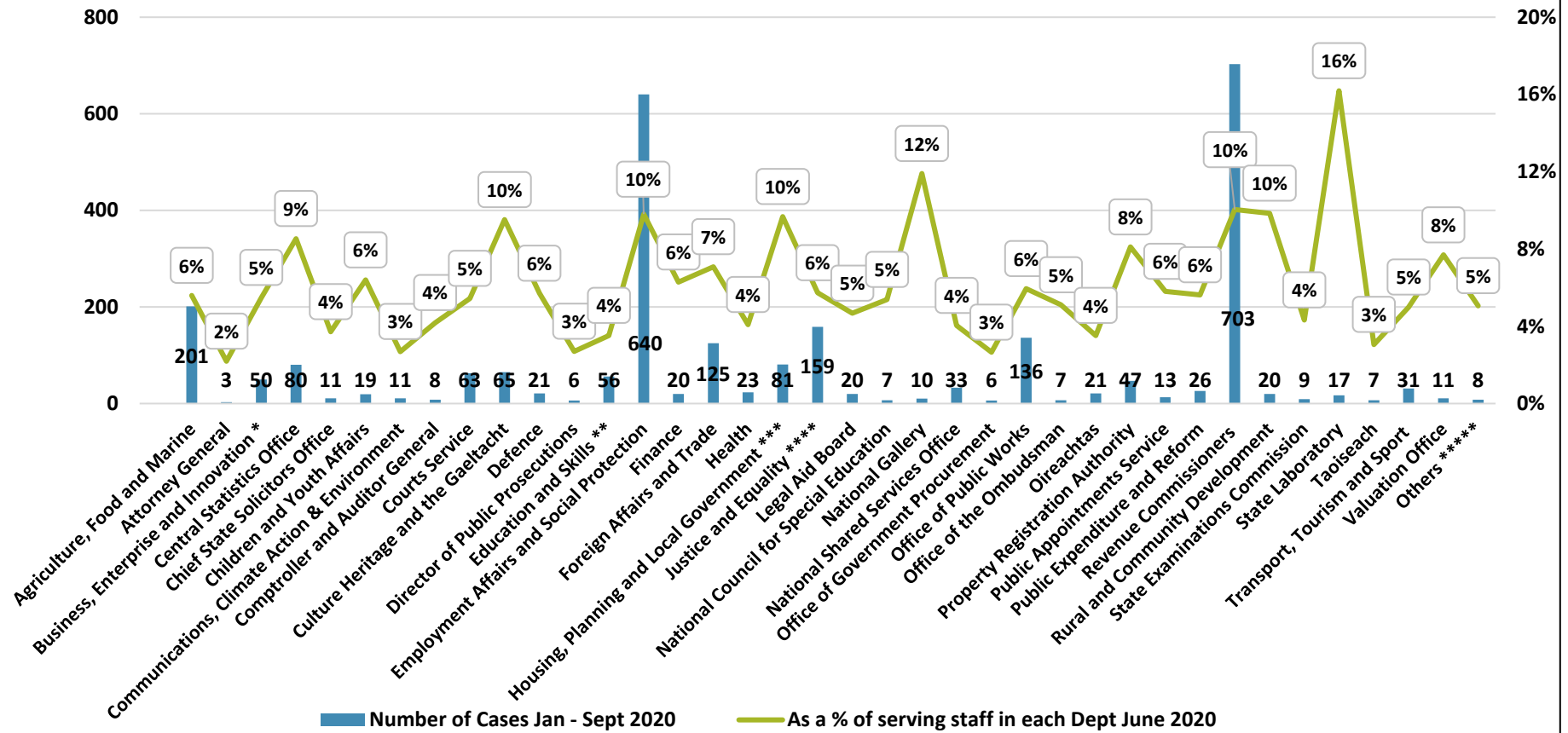
Self-referrals also include suggested referrals to the CSEAS by the following:

- 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.

Casework by Department Jan - September 2020

Total cases Jan - Sept 2020 = 2,774



Appendix 1: Details of CSEAS Activity Jan – Sept 2020

Table 1: CSEAS Casework by Department/Office

	Number of Cases Jan - Sept 2020	As a % of serving staff in each Dept June 2020	Total Serving Staff (Established & State Industrial) at end May 2020
Agriculture, Food and Marine	201	6%	3592
Attorney General	3	2%	137
Business, Enterprise and Innovation *	50	5%	911
Central Statistics Office	80	9%	937
Chief State Solicitors Office	11	4%	296
Children and Youth Affairs	19	6%	297
Communications, Climate Action & Environment	11	3%	409
Comptroller and Auditor General	8	4%	191
Courts Service	63	5%	1158
Culture Heritage and the Gaeltacht	65	10%	683
Defence	21	6%	368
Director of Public Prosecutions	6	3%	222
Education and Skills **	56	4%	1589
Employment Affairs and Social Protection	640	10%	6524
Finance	20	6%	318
Foreign Affairs and Trade	125	7%	1765
Health	23	4%	563
Housing, Planning and Local Government ***	81	10%	837
Justice and Equality ****	159	6%	2773
Legal Aid Board	20	5%	428
National Council for Special Education	7	5%	130
National Gallery	10	12%	84
National Shared Services Office	33	4%	817
Office of Government Procurement	6	3%	226
Office of Public Works	136	6%	2287
Office of the Ombudsman	7	5%	137
Oireachtas	21	4%	596
Property Registration Authority	47	8%	580
Public Appointments Service	13	6%	224
Public Expenditure and Reform	26	6%	462
Revenue Commissioners	703	10%	6999
Rural and Community Development	20	10%	203
State Examinations Commission	9	4%	208
State Laboratory	17	16%	105
Taoiseach	7	3%	229
Transport, Tourism and Sport	31	5%	621
Valuation Office	11	8%	143
Others *****	8	5%	158
Total	2,774		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 - Sept 2020	Total Staff in Civil Service by County (figures from DPER As at end May 2020) **
Abroad *	14	386
Carlow	23	190
Cavan	29	356
Clare	26	491
Cork	197	2221
Donegal	90	835
Dublin	1,170	18567
Galway	73	1066
Kerry	67	979
Kildare	55	1097
Kilkenny	32	439
Laois	47	655
Leitrim	38	303
Limerick	93	1492
Longford	30	711
Louth	145	590
Mayo	71	584
Meath	75	798
Monaghan	24	126
Offaly	24	539
Roscommon	20	256
Sligo	155	831
Tipperary	109	908
Waterford	62	651
Westmeath	33	1077
Wexford	61	882
Wicklow	10	152
Location unavailable	1	1025
Total	2,774	38,207

* Staff posted in NI and abroad (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-Sept 2020	2020 Cases as a % of Serving Staff in each grade	Numbers in grades May 2020 ¹
Assistant Principal	188	6%	3057
Clerical Officer	1127	10%	11548
Cleaner	4	5%	86
Executive Officer	543	7%	8049
Higher Executive Officer and Administrative Officer	436	7%	6085
Principal Officer and Higher	40	3%	1258
Service Officer	47	8%	575
State Industrial	108	6%	1817
Technical Professional	195	3%	5599
Unknown Grades *	82	-	133
Retired Staff/Family Member	4	-	-
Total	2,774		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 - Sept 2020	As a % of Work-related Issues Jan - Sept 2020
Career Prospects	155	4%
Circulars/Processes	72	2%
Coping with Work Change	245	7%
Covid-19	396	11%
Critical Incident	45	1%
Death in Service	25	1%
Dignity at Work	121	3%
Disciplinary Issue	38	1%
Ill-Health Retirement	54	2%
Interpersonal Difficulties	282	8%
Mobility	37	1%
Personal Support in Transfer Requests	70	2%
Probation	99	3%
Retirement	226	6%
Return to Work Issues	144	4%
Sick Leave Absence	307	9%
Support to Managers	348	10%
Working from Home	53	1%
Work-Life Balance	238	7%
Workplace Attributed Stress	380	11%
Workplace Other *	204	6%
TOTAL	3539	100%
Personal Issues	Totals 2020	As a % of Personal Issues Jan - Sept 2020
Bereavement	187	8%
Coping with Personal Change	161	7%
Family – Relationship	460	21%
Financial	163	7%
Mental Health	353	16%
Physical Health	364	16%
Personal Other*	126	6%
Stress Personal	379	17%
Substance Misuse / Addictive Behaviour**	42	2%
Total	2235	100%
Overall Total	5774	

* 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.

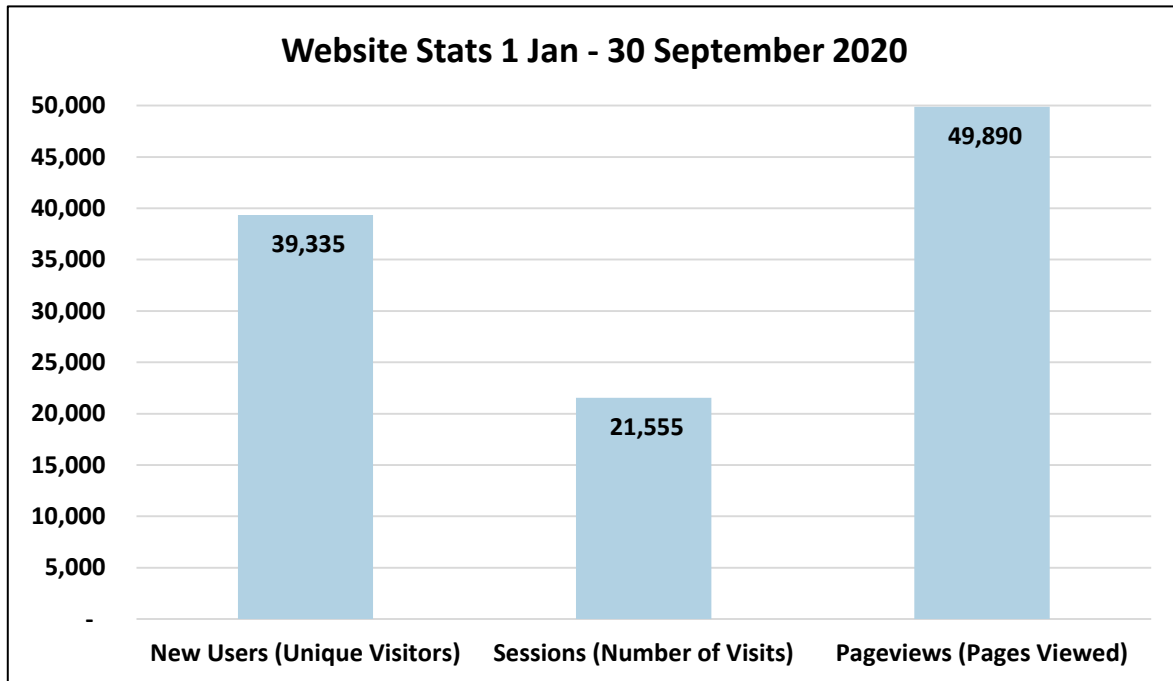
Appendix 2: CSEAS Health and Wellbeing Promotion Jan – September 2020

112 presentations, webinars and recorded presentations were delivered to staff across 25 government departments and offices in the first 9 months of the year. 6 feature articles were also devised and circulated to various departments and offices.

Department	Topic	Number	Total
Agriculture & Food	Bereavement	1	6
	Building Resilience	1	
	Health & Wellbeing	1	
	Mental Health & Wellbeing/Positive Mental Health	3	
Business Enterprise & Innovation	Introduction to the CSEAS	1	2
	Wellbeing while managing remotely	1	
Central Statistics Office	Introduction to the CSEAS	3	10
	Positive Psychology	2	
	Resilience	2	
	Self-Care for Staff	1	
	Stress Management	2	
Chief State Solicitors Office	Bereavement	1	1
Communication, Climate Action & Environment	Introduction to the CSEAS	1	2
	Self-Care during Covid-19	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*	15	23
	Retirement	1	
	Self-Care for Managers	3	
	Self-Care for Staff	1	
	Stress Management	1	
	Suicide	2	
Finance	Dignity/Harmony at Work	1	2
	Resilience	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	Health & Wellbeing While Remote Working	2	21

Department	Topic	Number	Total
	Introduction to the CSEAS	9	
	Resilience	1	
	Remaining Positive & Connected During Covid-19	8	
	Stress Management	1	
Met Éireann	Self-Care During Covid-19	1	1
National Council for Special Education	Introduction to the CSEAS	1	1
National Shared Services Office	Introduction to the CSEAS	1	2
	Remaining Positive and Connected during Covid-19	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 during Covid-19*	1	
Public Expenditure & Reform	Bereavement During Covid-19	1	4
	Introduction to the CSEAS	1	
	Self-Care / Remaining Positive & Connected During Covid-19	1	
	Wellbeing during Covid-19	1	
Revenue Commissioners	Health & Wellbeing	3	16
	Introduction to the CSEAS	5	
	Mental Health & Wellbeing/Positive Mental Health	5	
	Self-Care During Covid-19	1	
	Stress Management	2	
Rural & Community Affairs	Self-Care during Covid-19	3	3
State Laboratory	Health and Wellbeing	1	2
	Wellbeing While Managing Remotely	1	
Taoiseach	Introduction to the CSEAS	1	2
	Stress Management	1	
Transport Tourism & Sport	Introduction to the CSEAS	2	2
Total		112	112

Appendix 3: CSEAS Website



The most viewed page on the website is the “Coronavirus-Covid19-support” page with 9,990 views between mid March and 30 September 2020. The second highest page viewed is the “EAO-contact-details-contact-form” which has had 3,546 views since 1 January 2020.



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