

Bridgend County Borough Council

Report On The Employee Assistance Programme

***Quarterly Report**
1st Jan 2016 – 31st Mar 2016

For Bridgend County Borough Council

CONFIDENTIAL REPORT

Welsh Government Contract Manager

Care first Account Manager

T:

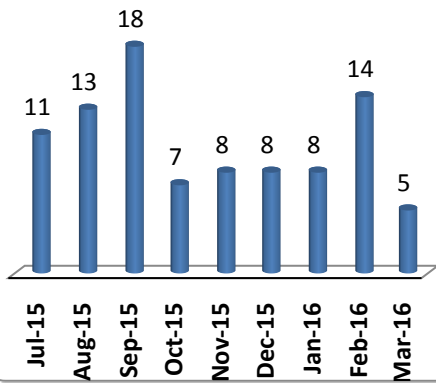
Pat Garland-Smith
Care first
1230 Landsdowne Court
Gloucester Business Park
Gloucester
GL3 4AB

T: 01452 623200

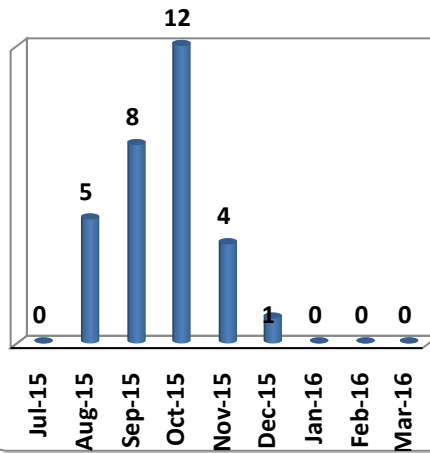
Care first
employee assistance solutions

Dashboard Summary

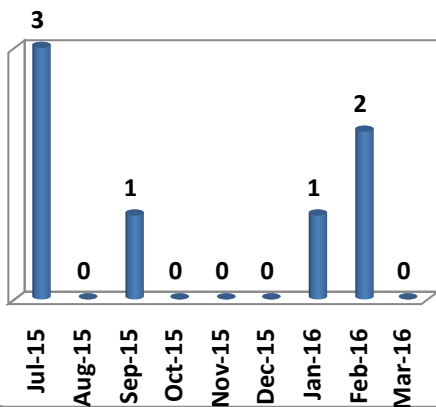
Total Calls - Telephone Counselling



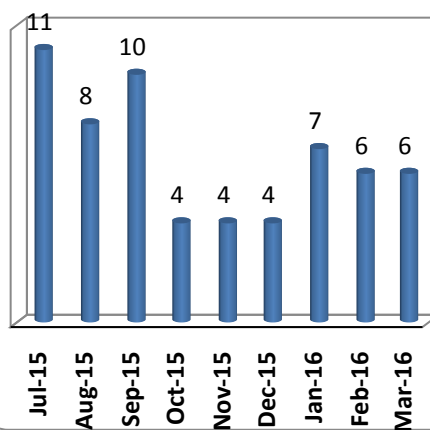
Face to Face Sessions



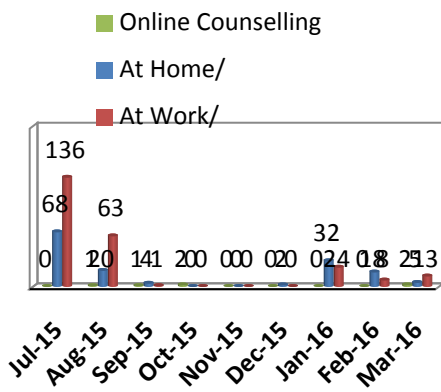
Total Calls - Telephone Information Service



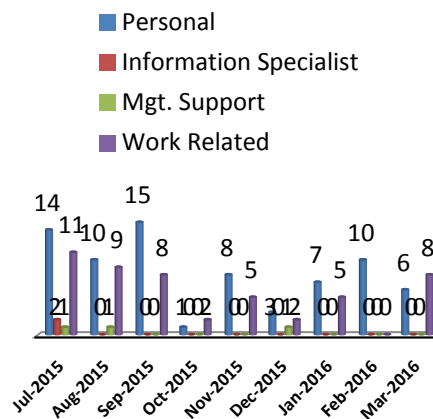
New Clients



Online Services



Issues by Category



Service Details

Description

Employee Headcount	6,600
Service Commencement Date	1 st July 2015
Annual Contacts	135
Annual Usage	2%
Annual New Cases	60

Comments:

This report covers the period Jan, Feb and March during which time there have been a total of 32 contacts of which 27 have been to the 24/7 counselling service, 3 have been information and 2 have been on line contacts

There have been 19 new cases/client presented of which the highest number of new cases (11) have come from schools.

As well as the usage to the EAP there have again been excellent usage of the Care first Lifestyle site where there have been a total of 100 unique page view this quarter

Lifestyle at home 55 views from which the following trends have emerged

- There have been 20 views to the personal relationship information
- There have been 7 views to the financial information

Lifestyle at work 45 views with the majority 14, looking at the information relating to Mental Health

The Care first Zest has also been exceptionally well used and shows as at the end of March there were 219 registered users

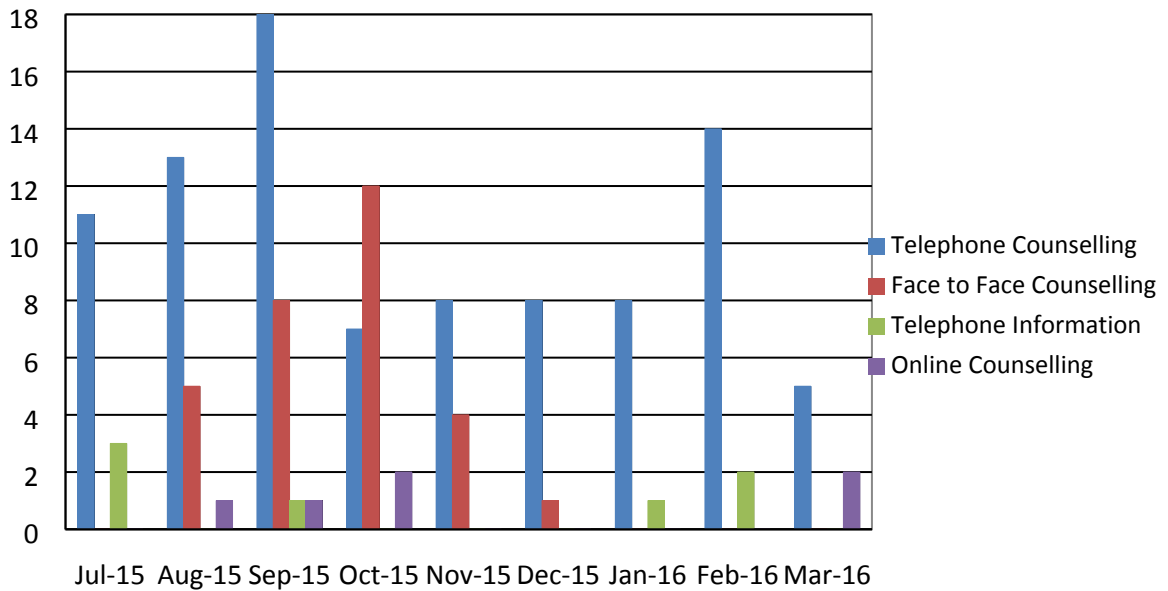
Personal 23 personal issues have been presented of which the majority were health related with 13 being about emotional health and 3 relating to physical health

Work 13 work related issues have been presented with the highest number of issues falling within the HSE management standards

All Contacts by Type

Period	Total	All	Telephone / Face to Face	Information Specialist / Management Support	Online	Head Count
Apr-15	-	-%	-%	-%	-%	6,600
May-15	-	-%	-%	-%	-%	6,600
Jun-15	-	-%	-%	-%	-%	6,600
Jul-15	14	-.21%	-.17%	-.05%	-.00%	6,600
Aug-15	19	-.29%	-.27%	-.00%	-.02%	6,600
Sep-15	28	-.42%	-.39%	-.02%	-.02%	6,600
Oct-15	21	-.32%	-.29%	-.00%	-.03%	6,600
Nov-15	12	-.18%	-.18%	-.00%	-.00%	6,600
Dec-15	9	-.14%	-.14%	-.00%	-.00%	6,600
Jan-16	9	-.14%	-.12%	-.02%	-.00%	6,600
Feb-16	16	-.24%	-.21%	-.03%	-.00%	6,600
Mar-16	7	-.11%	-.08%	-.00%	-.03%	6,600
TOTAL	135	1.56%	1.44%	-.06%	-.06%	

All Contacts by Type



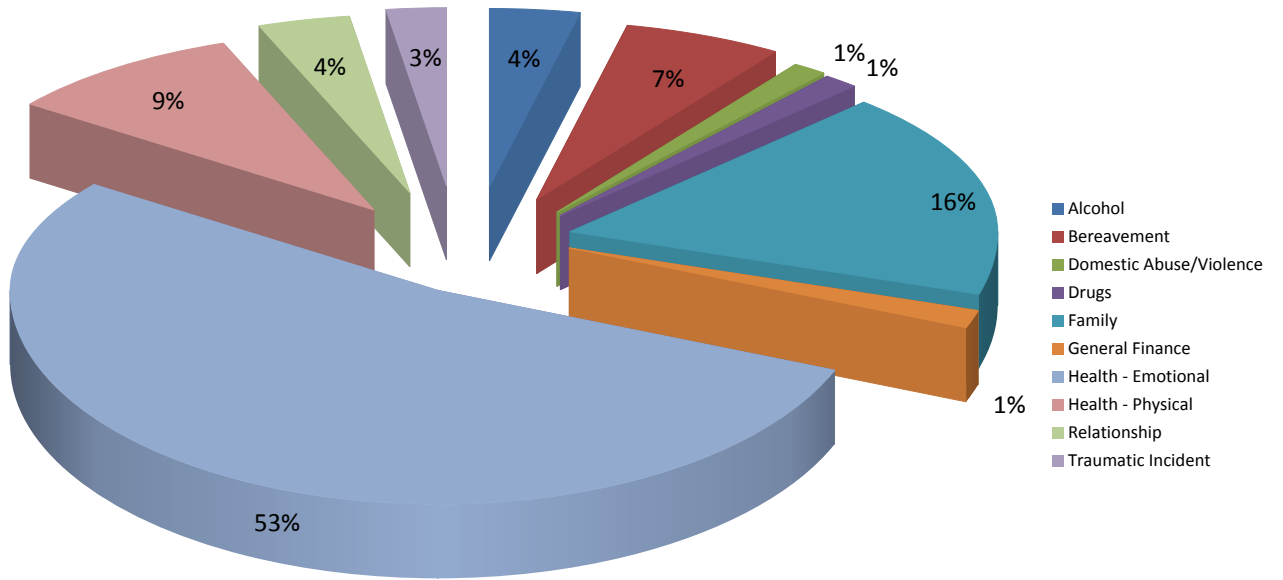
All Contacts by Type

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Telephone Counselling	-	-	-	11	13	18	7	8	8	8	14	5	92	68%
Face to Face Counselling	-	-	-	-	5	8	12	4	1	-	-	-	30	22%
Telephone Information	-	-	-	3	-	1	-	-	-	1	2	-	7	5%
Online Counselling	-	-	-	-	1	1	2	-	-	-	-	2	6	4%
Online CBT														
TOTAL	-	-	-	14	19	28	21	12	9	9	16	7	135	

Referrals to CBT

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD
	-	-	-	-	-	1	-	-	-	-	-	1	2

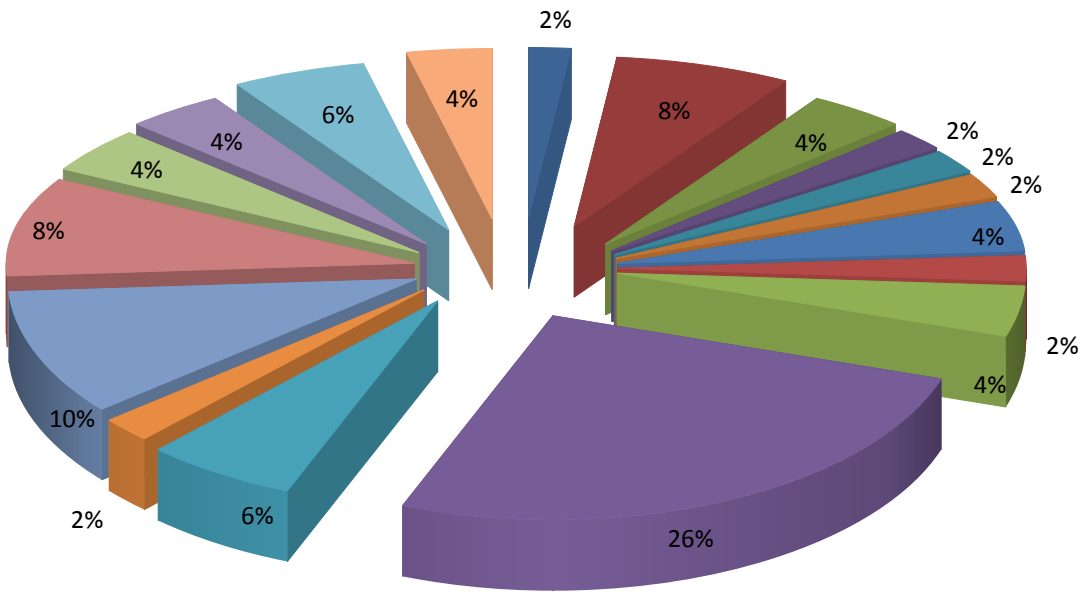
Personal Issues



Personal Issues

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Alcohol	-	-	-	1	1	-	-	-	-	-	1	-	3	4%
Bereavement	-	-	-	2	-	1	-	-	-	1	1	-	5	7%
Debt	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Domestic Abuse/Violence	-	-	-	-	-	-	-	1	-	-	-	-	1	1%
Drugs	-	-	-	-	-	-	-	1	-	-	-	-	1	1%
Family	-	-	-	2	1	4	-	3	-	-	1	1	12	16%
Gambling	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
General Finance	-	-	-	-	-	-	-	-	-	-	1	-	1	1%
Health - Emotional	-	-	-	7	6	8	1	3	1	4	5	4	39	53%
Health - Physical	-	-	-	1	2	1	-	-	-	1	1	1	7	9%
Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Relationship	-	-	-	-	-	1	-	-	1	1	-	-	3	4%
Retirement	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Traumatic Incident	-	-	-	1	-	-	-	-	1	-	-	-	2	3%
TOTAL	-	-	-	14	10	15	1	8	3	7	10	6	74	

Work Related Issues

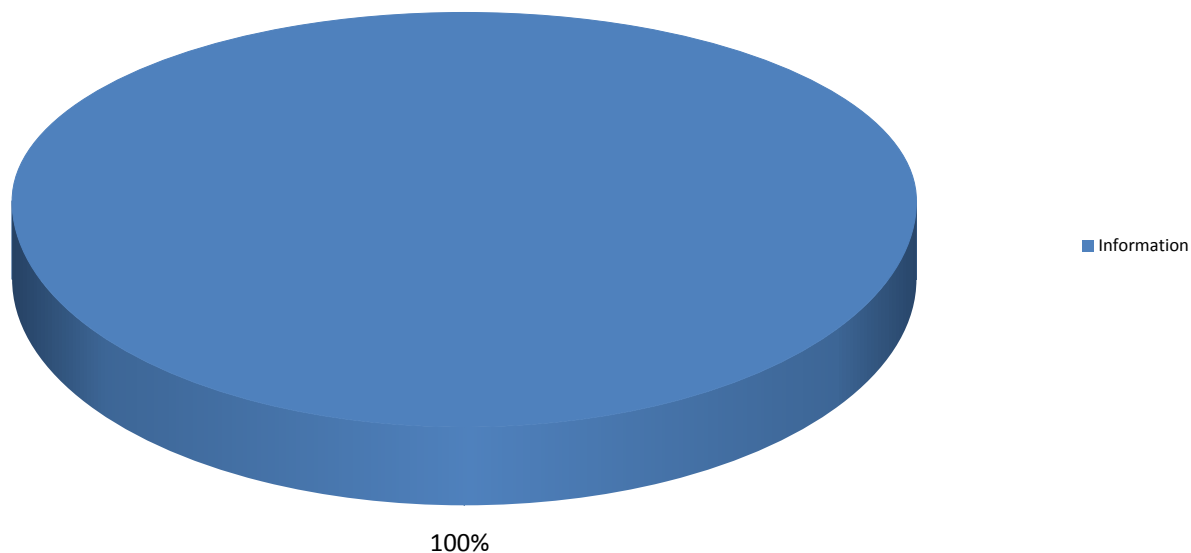


- Bullying & Harassment by Colleagues
- Changes at work
- Disciplinary
- Performance - General
- Performance - Target Related
- Relationships at work with colleague
- Relationships at work with manager
- Role Ambiguity
- Stress - Demands
- Stress - Relationships
- Stress - Support
- Stress - Change
- Stress - Role
- Work Related Health - Emotional
- Work Related Health - Physical
- Workplace Environmental Conditions
- Traumatic Incident

Work related Issues

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Absence/Attendance	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Abuse/Violence by Colleagues	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Abuse/Violence by Members of Public	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Bullying & Harassment by Colleagues	-	-	-	-	1	-	-	-	-	-	-	-	1	2%
Bullying & Harassment by Managers	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Bullying & Harassment by Members of Public	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Changes at work	-	-	-	-	2	2	-	-	-	-	-	-	4	8%
Critical Incident (attendance offered)	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Disciplinary	-	-	-	-	-	-	-	1	-	1	-	-	2	4%
Grievance	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Industrial Injury	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Information	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Mediation	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Media Attention	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Performance - General	-	-	-	-	-	-	-	-	-	-	-	1	1	2%
Performance - Target Related	-	-	-	-	-	-	-	-	-	-	-	1	1	2%
Racist Incident	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Redundancy	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Relationships at work with colleague	-	-	-	-	-	-	-	1	-	-	-	-	1	2%
Relationships at work with manager	-	-	-	-	2	-	-	-	-	-	-	-	2	4%
Retirement	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Role Ambiguity	-	-	-	-	-	1	-	-	-	-	-	-	1	2%
Traumatic Incident	-	-	-	1	-	-	-	-	-	-	-	1	2	4%
Work Related Health - Emotional	-	-	-	3	3	3	-	1	1	-	-	2	13	26%
Work Related Health - Physical	-	-	-	2	1	-	-	-	-	-	-	-	3	6%
Work Underload	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Workplace Environmental Conditions	-	-	-	1	-	-	-	-	-	-	-	-	1	2%
<u>HSE Indicators:</u>														
Stress - Work Control	-	-	-	2	-	-	-	1	-	2	-	-	5	10%
Stress - Demands	-	-	-	1	-	-	1	1	1	-	-	-	4	8%
Stress – Relationships	-	-	-	-	-	-	1	-	-	-	-	1	2	4%
Stress - Support	-	-	-	1	-	-	-	-	-	1	-	-	2	4%
Stress – Change	-	-	-	-	-	1	-	-	-	1	-	1	3	6%
Stress - Role	-	-	-	-	-	1	-	-	-	-	-	1	2	4%
TOTAL	-	-	-	11	9	8	2	5	2	5	-	8	50	

Management Support



Management Support

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Absence/Attendance	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Abuse/Violence	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Bullying/Harassment	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Changes at Work	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Disciplinary/Grievance	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Industrial Injury	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Informal Referral	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Information	-	-	-	1	1	-	-	-	1	-	-	-	3	100%
Mediation Enquiry	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Performance - General	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Relationships at Work	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Traumatic Incident	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Work Related Health	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Work/Home Conflicting Demands	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
TOTAL	-	-	-	1	1	-	-	-	1	-	-	-	3	

Information Specialist



Information Specialist

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Benefits	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Childcare Information	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Children	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Consumer	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Debt	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Divorce/separation	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Education	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Eldercare Information	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Employment	-	-	-	1	-	-	-	-	-	-	-	-	1	50%
Finance	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Health/medical	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Housing	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Immigration	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Law	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Legal Information	-	-	-	1	-	-	-	-	-	-	-	-	1	50%
Pay & Benefits Review	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Retirement	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Substance abuse (incl. alcohol)	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Tax queries	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Other Information	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
TOTAL	-	-	-	2	-	-	-	-	-	-	-	-	2	

Client Work Status –at first contact

First Contact Work Status / Off Work Duration	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
At Work	-	-	-	6	2	4	-	3	2	1	4	4	26	43%
Plan to Return to work	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Not Applicable	-	-	-	-	1	2	2	-	1	-	1	1	8	13%
Off Sick	-	-	-	5	5	4	1	1	1	5	1	1	24	40%
Less than 1 week	-	-	-	-	1	-	-	-	-	1	1	-	3	
1 week to 1 month	-	-	-	1	-	1	-	1	1	3	-	-	7	
1 month to 3 months	-	-	-	2	3	2	-	-	-	1	-	-	8	
3 months to 6 months	-	-	-	1	-	1	1	-	-	-	-	1	4	
More than 6 months	-	-	-	1	1	-	-	-	-	-	-	-	2	
Off work - not sick	-	-	-	-	-	-	1	-	-	1	-	-	2	3%
Less than 1 week	-	-	-	-	-	-	1	-	-	-	-	-	1	
1 week to 1 month	-	-	-	-	-	-	-	-	-	-	-	-	-	
1 month to 3 months	-	-	-	-	-	-	-	-	-	-	-	-	-	
3 months to 6 months	-	-	-	-	-	-	-	-	-	-	-	-	-	
More than 6 months	-	-	-	-	-	-	-	-	-	1	-	-	1	
Grand Total	-	-	-	11	8	10	4	4	4	7	6	6	60	

Support in

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD
English	-	-	-	11	8	10	4	4	4	7	6	6	60
Welsh	-	-	-	-	-	-	-	-	-	-	-	-	-

Lifestyle usage

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD
Pageviews	-	-	-	242	94	5	-	-	3	63	28	23	458
Unique Pageviews	-	-	-	204	83	5	-	-	2	56	26	18	394

Information Category	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD
Unique Pageviews													
At Home	-	-	-	68	20	4	-	-	2	32	18	5	149 38%
At Work	-	-	-	136	63	1	-	-	-	24	8	13	245 62%
TOTAL	-	-	-	204	83	5	-	-	2	56	26	18	394

Lifestyle Detail – At Home

Unique Pageviews

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
At Home/Homepage	-	-	-	19	6	1	-	-	-	7	5	1	39	26%
bereavement-loss/	-	-	-	6	3	2	-	-	-	2	-	-	13	9%
childcare/	-	-	-	1	1	-	-	-	-	-	1	-	3	2%
childcare/childcare-options/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
elderly-relatives/	-	-	-	2	3	-	-	-	-	2	1	-	8	5%
elderly-relatives/arranging-care/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
finances/	-	-	-	9	3	-	-	-	-	3	-	-	15	10%
finances/budgeting/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
finances/budgeting-calculator/	-	-	-	-	-	-	-	-	1	3	1	-	5	3%
finances/child-benefit-changes/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
finances/credit-card-debt/	-	-	-	-	-	-	-	-	-	1	-	-	1	1%
finances/debt/	-	-	-	-	1	-	-	-	-	-	-	-	1	1%
finances/financial-health-check/	-	-	-	-	1	-	-	-	-	1	-	-	2	1%
finances/households-money/	-	-	-	-	-	-	-	-	-	1	-	-	1	1%
finances/reduced-income/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
finances/the-importance-of-a-will/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
parenthood/	-	-	-	7	-	-	-	-	-	-	-	2	9	6%
parenthood/becoming-a-parent/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
parenthood/childcare/childcare-options/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
parenthood/lone-parenting/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
parenthood/maternity-leave/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
parenthood/nutrition-during-pregnancy/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
parenthood/paternity-leave/	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
parenthood/pregnancy/	-	-	-	2	-	-	-	-	-	-	-	-	2	1%
relationships/	-	-	-	6	1	1	-	-	-	5	5	1	19	13%
relationships/divorce/	-	-	-	-	-	-	-	-	-	2	-	-	2	1%
relationships/domestic-violence/	-	-	-	-	-	-	-	-	1	-	-	-	1	1%
relationships/family-breakdown/	-	-	-	6	1	-	-	-	-	3	3	1	14	9%
your-home/	-	-	-	3	-	-	-	-	-	2	1	-	6	4%
your-home/neighbour-disputes/	-	-	-	1	-	-	-	-	-	-	-	-	1	1%
your-home/renting/	-	-	-	-	-	-	-	-	-	-	1	-	1	1%
TOTAL	-	-	-	68	20	4	-	-	2	32	18	5	149	

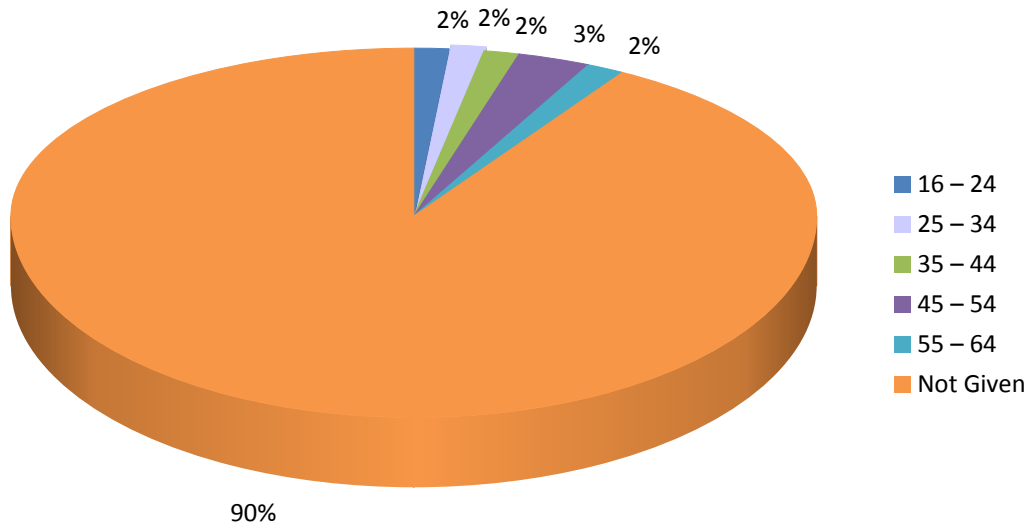
Lifestyle Detail – At Work

At Work

Unique Pageviews

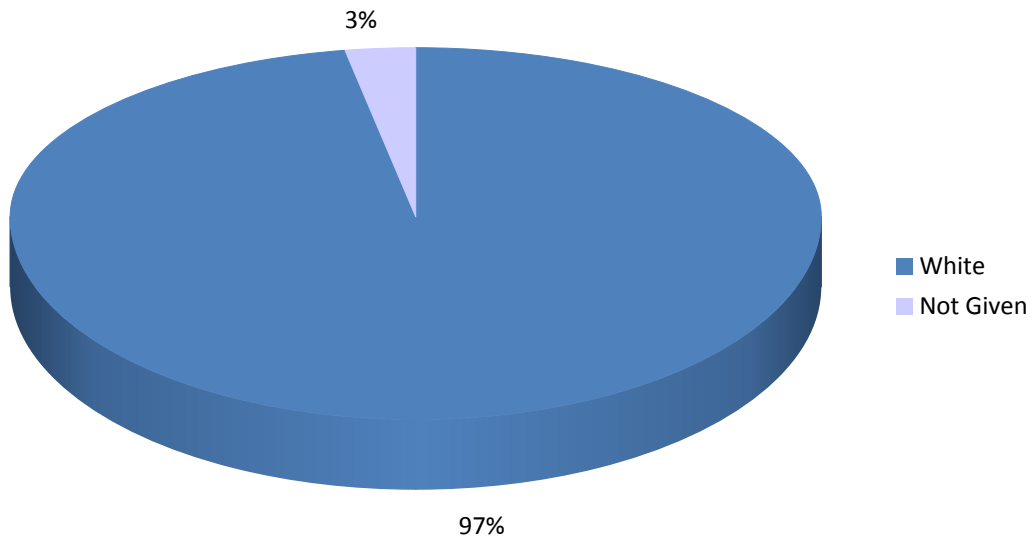
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
At Work/Homepage	-	-	-	15	9	-	-	-	-	1	3	1	29	12%
addiction-at-work/	-	-	-	8	1	-	-	-	-	-	-	-	9	4%
changes-at-work/	-	-	-	7	2	-	-	-	-	1	-	-	10	4%
changes-at-work/moving-into-management/	-	-	-	1	-	-	-	-	-	1	-	-	2	1%
critical-incident/	-	-	-	6	3	-	-	-	-	2	-	1	12	5%
fit-notes/	-	-	-	6	4	-	-	-	-	1	-	1	12	5%
mental-health/	-	-	-	22	11	1	-	-	-	7	1	6	48	20%
retirement/	-	-	-	11	-	-	-	-	-	1	-	-	12	5%
return-to-work/	-	-	-	9	-	-	-	-	-	-	-	2	11	4%
working-effectively/	-	-	-	8	4	-	-	-	-	1	2	-	15	6%
working-effectively/20-positive-communications/	-	-	-	2	3	-	-	-	-	1	1	-	7	3%
working-effectively/burnout/	-	-	-	3	1	-	-	-	-	1	-	-	5	2%
working-effectively/communication/	-	-	-	1	1	-	-	-	-	1	-	-	3	1%
working-effectively/healthy-habits/	-	-	-	2	2	-	-	-	-	-	-	-	4	2%
working-effectively/healthy-lunch-breaks/	-	-	-	2	2	-	-	-	-	1	-	-	5	2%
working-effectively/time-management/	-	-	-	1	2	-	-	-	-	1	-	-	4	2%
working-effectively/work-smarter-not-harder/	-	-	-	2	1	-	-	-	-	1	-	-	4	2%
working-environment/	-	-	-	7	5	-	-	-	-	1	1	-	14	6%
working-environment/healthy-computing/	-	-	-	2	2	-	-	-	-	-	-	-	4	2%
working-environment/setting-up-your-desk/	-	-	-	3	1	-	-	-	-	-	-	-	4	2%
working-environment/stress-management/	-	-	-	6	2	-	-	-	-	2	-	-	10	4%
workplace-conflict/	-	-	-	10	5	-	-	-	-	-	-	2	17	7%
health/stress/stress-at-work/	-	-	-	1	1	-	-	-	-	-	-	-	2	1%
health/stress/tackle-stress-at-work/	-	-	-	1	1	-	-	-	-	-	-	-	2	1%
TOTAL	-	-	-	136	63	1	-	-	-	24	8	13	245	

Age Summary



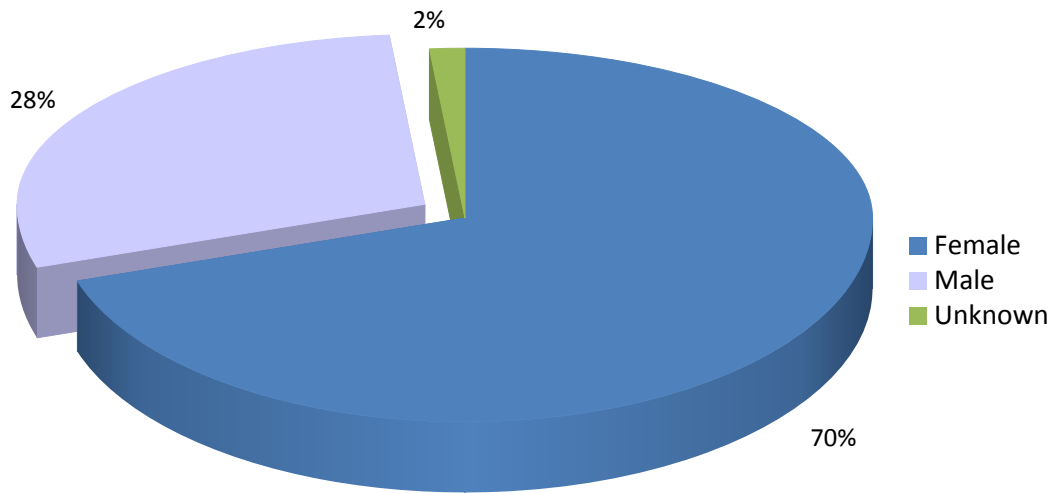
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
16 – 24	-	-	-	-	-	-	-	1	-	-	-	-	1	2%
25 – 34	-	-	-	-	-	-	-	-	-	-	1	-	1	2%
35 – 44	-	-	-	-	-	-	-	-	-	1	-	-	1	2%
45 – 54	-	-	-	-	-	-	-	-	-	1	-	1	2	3%
55 – 64	-	-	-	-	-	-	-	1	-	-	-	-	1	2%
65 and over	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Not Given	-	-	-	11	8	10	4	2	4	5	5	5	54	90%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

Ethnic Origin Summary



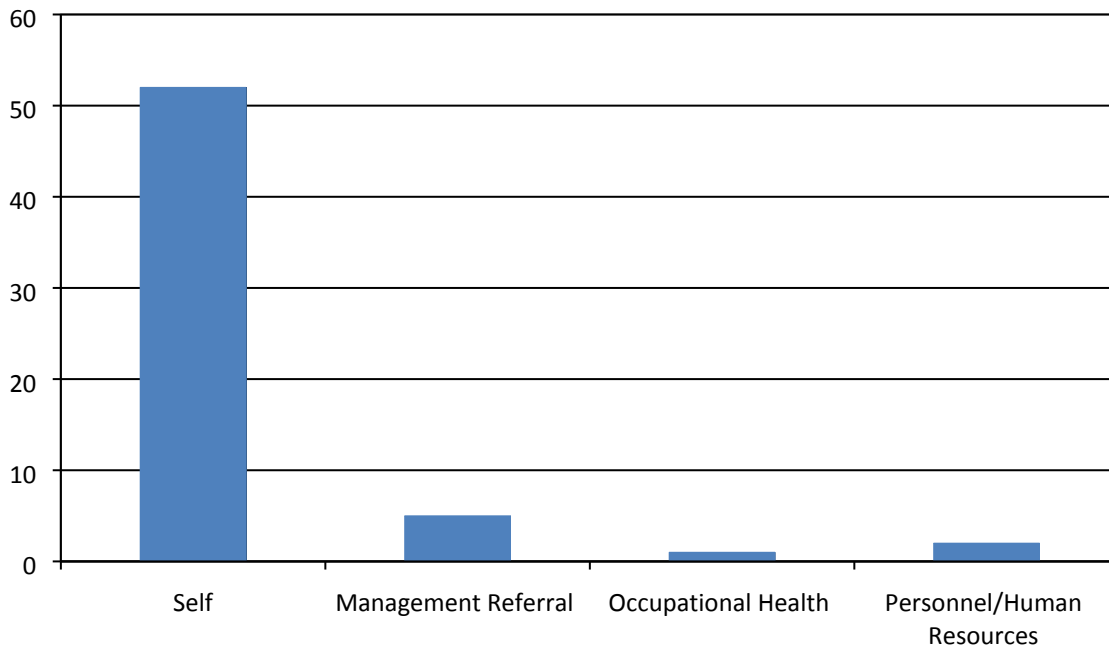
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16		YTD
White or White British	-	-	-	9	8	10	4	4	4	7	6	6	58	97%
Black or Black British	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Not Given	-	-	-	2	-	-	-	-	-	-	-	-	2	3%
Mixed	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Asian or Asian British	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Chinese	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Other Ethnic Group	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Traveler	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

Gender Summary



	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Female	-	-	-	9	3	6	2	4	3	4	6	5	42	70%
Male	-	-	-	2	5	4	1	-	1	3	-	1	17	28%
Not given	-	-	-	-	-	-	1	-	-	-	-	-	1	2%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

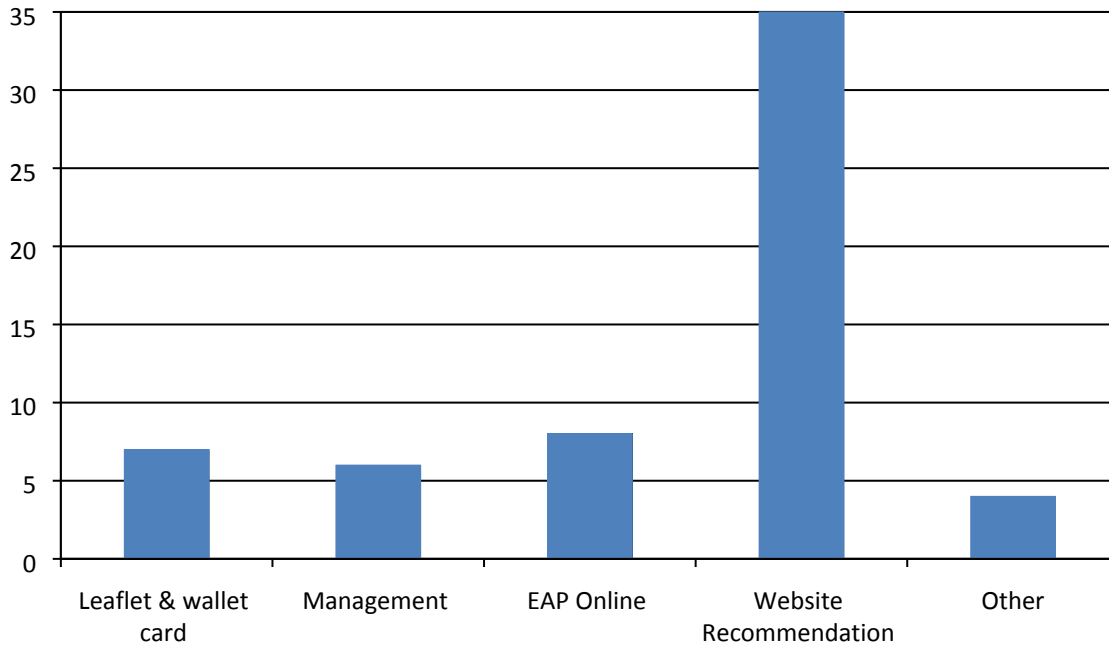
Referred by



Informal Referrals by:

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Self	-	-	-	10	4	9	3	4	3	7	6	6	52	87%
Management Referral	-	-	-	-	3	-	1	-	1	-	-	-	5	8%
Occupational Health	-	-	-	-	1	-	-	-	-	-	-	-	1	2%
Personnel/Human Resources	-	-	-	1	-	1	-	-	-	-	-	-	2	3%
Prompted by Personnel Letter	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Trade Union	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

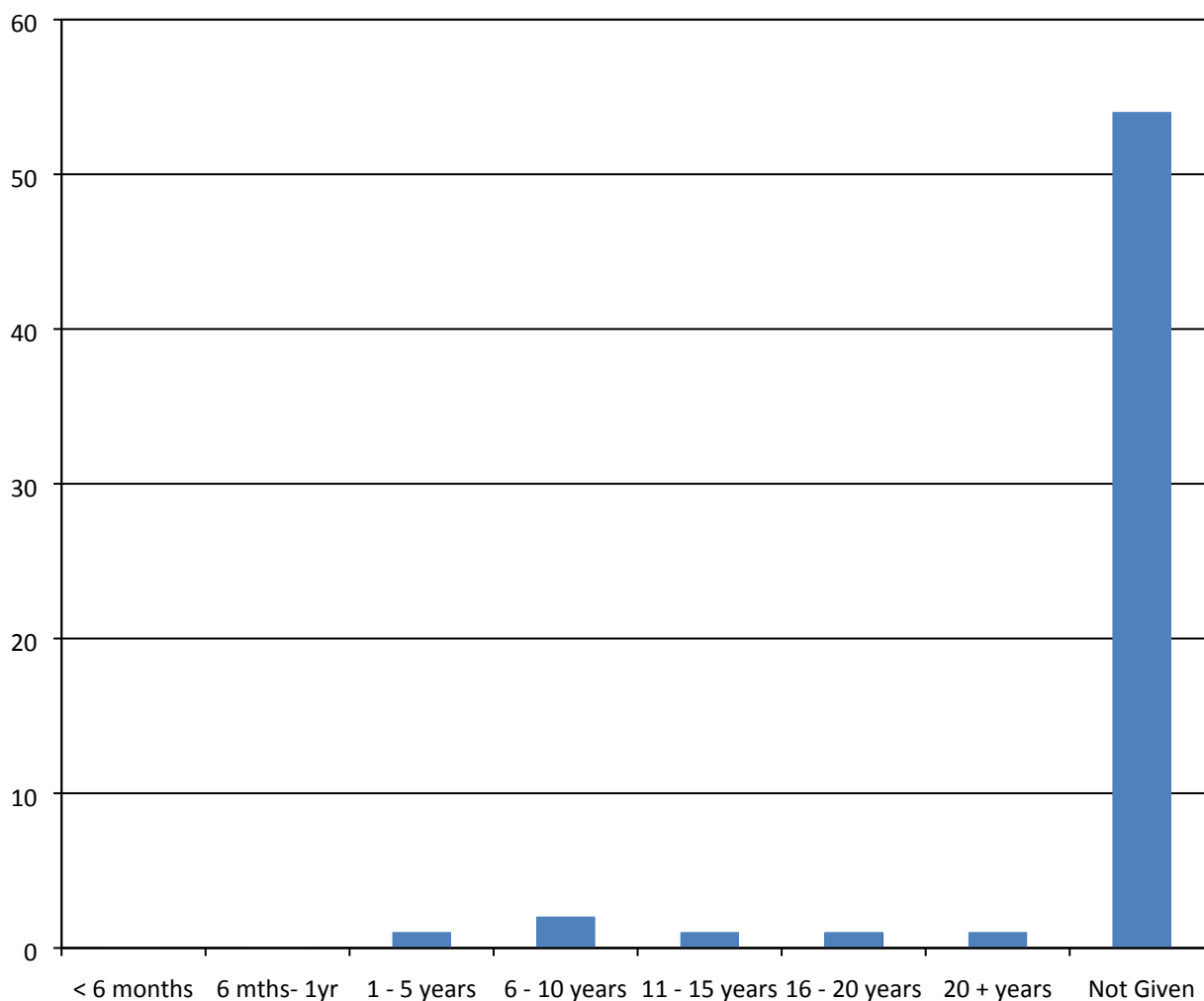
Service Knowledge



Service Knowledge

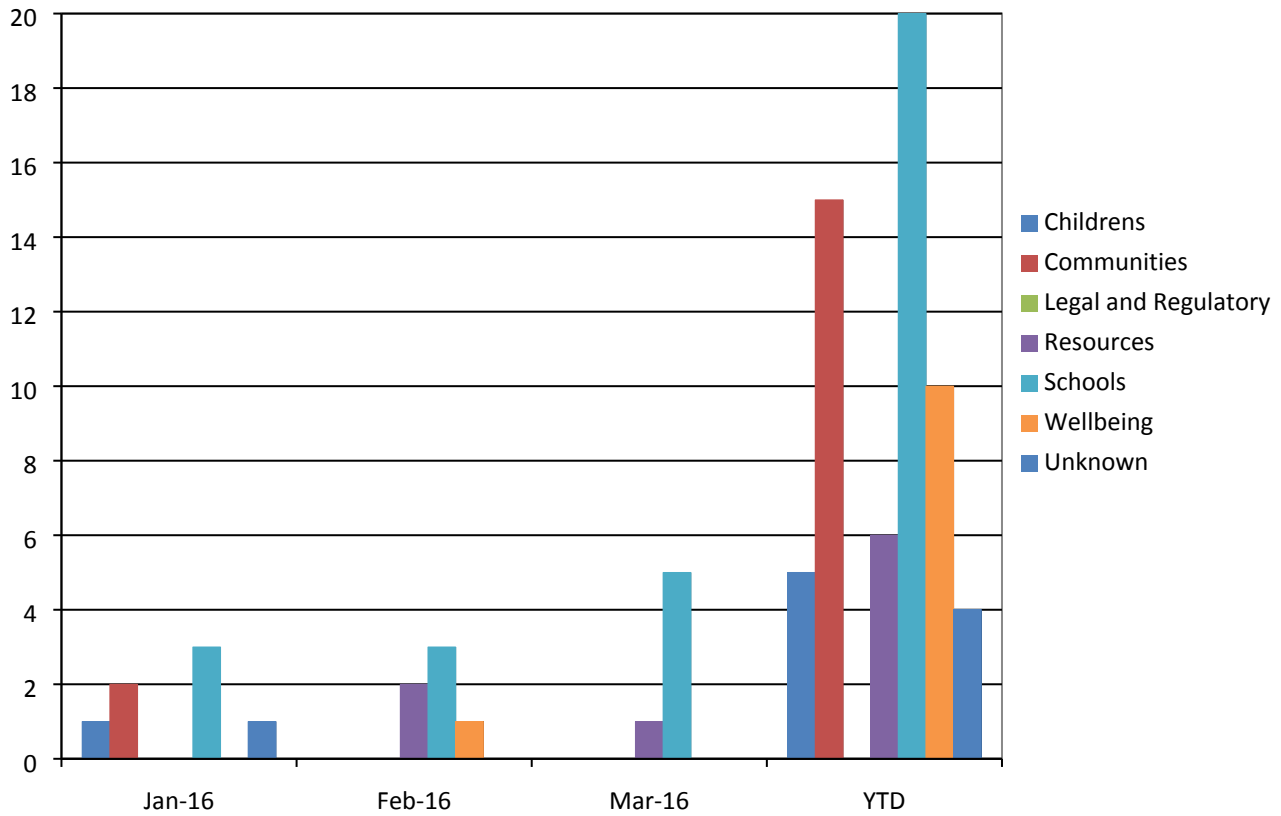
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Health and Wellbeing Intranet	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Poster	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Leaflet & wallet card	-	-	-	2	-	2	-	1	-	1	1	-	7	12%
Management	-	-	-	-	2	-	2	-	2	-	-	-	6	10%
EAP Online	-	-	-	-	1	1	2	-	1	-	1	2	8	13%
Health and Wellbeing events	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Unions	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Website Recommendation	-	-	-	8	3	7	-	3	1	6	4	3	35	58%
Previously Used Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Other	-	-	-	1	2	-	-	-	-	-	-	1	4	7%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

Length of Service



	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
< 6 months	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
6 mths- 1yr	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
1 - 5 years	-	-	-	-	-	-	-	-	-	1	-	-	1	2%
6 - 10 years	-	-	-	-	-	-	-	-	-	2	-	-	2	3%
11 - 15 years	-	-	-	-	-	-	-	1	-	-	-	-	1	2%
16 - 20 years	-	-	-	-	-	-	-	-	-	1	-	-	1	2%
20 + years	-	-	-	-	-	-	-	-	-	-	-	1	1	2%
Not Given	-	-	-	11	8	10	4	3	4	3	6	5	54	90%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

New cases by Region



	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	YTD	
Childrens	-	-	-	1	1	2	-	-	-	1	-	-	5	8%
Communities	-	-	-	5	4	3	1	-	-	2	-	-	15	25%
Legal and Regulatory	-	-	-	-	-	-	-	-	-	-	-	-	-	-%
Resources	-	-	-	1	-	1	-	-	1	-	2	1	6	10%
Schools	-	-	-	1	-	3	2	2	1	3	3	5	20	33%
Wellbeing	-	-	-	2	2	1	1	2	1	-	1	-	10	17%
Unknown	-	-	-	1	1	-	-	-	1	1	-	-	4	7%
TOTAL	-	-	-	11	8	10	4	4	4	7	6	6	60	

Going forward:

Appendix - Definitions

Counselling and Information

24 hour freephone access to professional support for any personal or work related issue. All calls are answered directly by a team of qualified and experienced Care first Counsellors. Counselling calls can be single or continued with the same counsellor for an agreed number of sessions within a structural framework. Counselling is provided either on the telephone or within an agreed number of face to face counselling sessions. Face to face counselling is provided through Care first network of permanent and associate counsellors, who are centrally case managed and clinically supervised.

Professional information and advice services are provided by a team of Information Specialists working alongside the Telephone Counsellors in Care first Counselling and Information Services centre. Information Specialists are available between 8 am and 8 pm Monday to Friday but available on an emergency only basis at other times.

Case

An issue or set of issues presented to Care first by an individual for discussion. A case may take one call, a number of calls or a combination of telephone and face to face counselling and/or information to reach closure. This process may take place over a period of several weeks. Each case is assigned a unique case reference to preserve the anonymity of the individual when making a record of the discussion (case note) on the Care first database.

Where issues are being presented to Care first Counselling and Information for the first time, this is referred to as a new case. The individual may have used the service before about a different issue or set of issues. Any follow up use of the service, whether by telephone or face to face, is referred to as an existing case.

Client

An individual who has used/is using the service.

Contact

Each telephone call or face to face counselling session is recorded on the Care first database as a case note and referred to as a 'contact' within reports. This includes calls made by managers to discuss an employee and make a management referral.

Contact duration may be anything from a brief enquiry for information or advice to up to an hour-long counselling session.

Evaluation

Data extracted from forms completed anonymously by Care first face to face counselling clients to evaluate Care first service, outcomes and perception of the effectiveness of counselling.

Face to Face Counselling

Total number of face to face counselling sessions which have taken place during the period. Clients can access an agreed number of face to face sessions for each case presented. Each session lasts one hour.

Issues

Breakdown of issues presented to Care first Counselling and Information for discussion. A case may involve several inter-related issues. Each case note records the issues discussed with the client, and whether they are personal or work related.

Personal issues are further categorised under the broad headings of “Personal Issues (Counselling)”, and “Personal Issues (Information)”.

Work related issues are shown in the report in two tables “Work Related Issues” and “Management Support”. The former refers to the client’s own issues, where the latter refers to managers using the service to discuss people management issues.

Overall Service Usage

The overall level of service usage is measured through recording the number of client contacts made to the service.

Telephone Counselling

Number of calls made to a Care first Telephone Counsellor. This also includes contact made by the hearing impaired via minicom or Typetalk, or in a language other than English using our translation service.

This also includes ‘contracted’ counselling sessions, where clients have opted to continue counselling by telephone with the same counsellor, rather than be referred for face to face counselling. A telephone ‘contact’ may therefore be anything from a brief call to up to an hour’s counselling.

Telephone Information

Number of calls made to a Care first Telephone Information Specialist. This also includes contact made by the hearing impaired via minicom or Typetalk, or in a language other than English using our third party translation service.

Undisclosed

Contacts made by clients who have not wished to disclose certain information such as the area of employment.

% Usage

Number of contacts made during the period, expressed as a percentage of the headcount contracted.