

Caerphilly County Borough Council

Report On The Employee Assistance Programme

Annual Report
Apr 2021 to Mar 2022

For Caerphilly County Borough Council

CONFIDENTIAL REPORT

Welsh Framework Contract Manager

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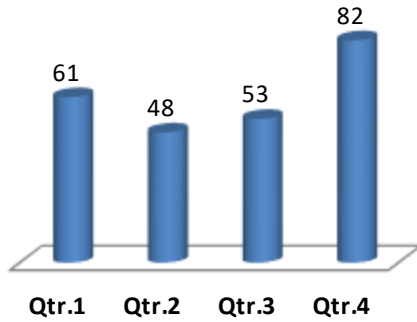
T: 01452 623200

Care first

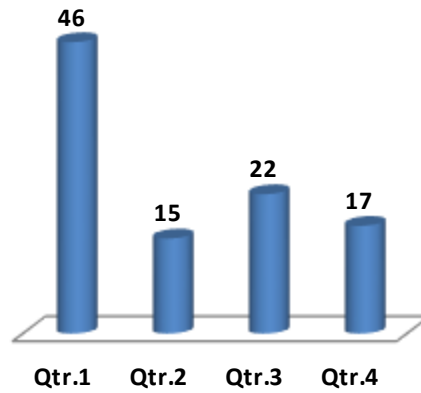
employee assistance solutions

Dashboard Summary

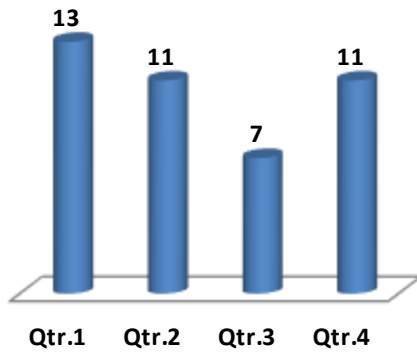
Total Calls - Telephone Counselling



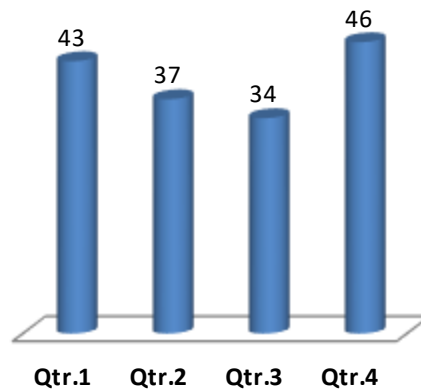
Face to Face Sessions



Total Calls - Telephone Information Service

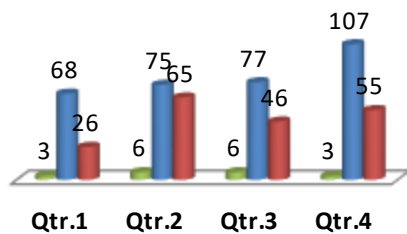


New Clients



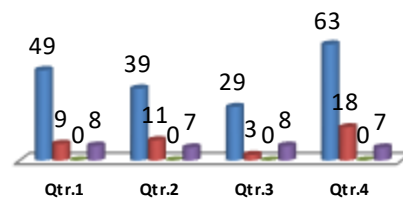
Online Services

- Online Counselling
- At Home/
- At Work/



Issues by Category

- Personal
- Work Related
- Mgt. Support
- Information Specialist



Service Details

Description

Employee Headcount	8,296
Service Commencement Date	1 st April 2015
Annual Contacts	415
Annual Usage	5.00%
Annual New Cases	160

Comments:

This is the annual report and covers the period April 2021 until the end of March 2022

During this time we have seen a significant increase in terms of usage rising from 3.31% overall usage in 2021 to currently 5% as of end of March 2022

We have had a total of 415 contacts of which 244 (59%) were contacts to the 24/7 counselling line, 100 (24%) were individual face to face counselling sessions which were delivered virtually on a platform agreed between the client and the counsellor, 42 (10%) were issues presented to the team of CA Information Specialists, 11 (3%) were face-to-face video sessions and 18 (4%) were on line contacts. The category for video sessions was only added in Feb 2022 and this is reflected in the report.

In addition there have been 6 Covid specific contacts to us at Care first

160 new cases/clients have presented this year of which the majority 112 (70%) identified when asked as female. Of the 160, 141 (88%) came to Care first via the self-referral route which is excellent. Of the new cases we see the new cases being distributed as

- 49 (31%) Schools
- 36 (23%) adult services
- 23 (14%) Community and Leisure Services

In terms of promotion, when asked how clients had heard about the service 100 (61% told us they had heard about us via the website

The usage to the Lifestyle site has been excellent and there have been 519 unique page views of which 327 (63%) were views to the “at home” pages with 192 (37%) were views to the “at work” pages.

The Service Manager team have been delivering Monday to Friday webinars live at 12 noon since the start of the Pandemic in March 2020. We have recently reduced these to 3 a week, still delivered live and still at noon. The attendance and feedback remains very positive indeed. It is worth remembering that every webinar was recorded during the live broadcast and have been uploaded to your own Lifestyle site where they can be viewed again whenever they are needed.

The comms information continues to be sent out each Thursday afternoon to the contract management team

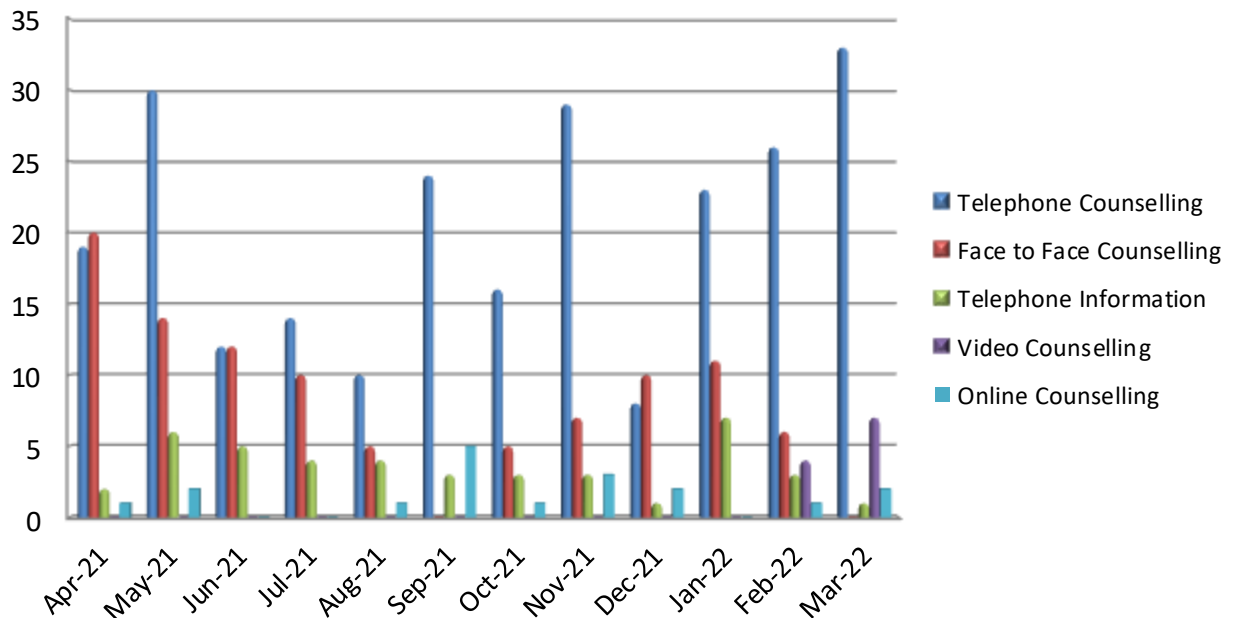
This year also saw the launch of the new My Possible Self/ZEST app and although the usage is not being broken down by individual customer organisation, we do know that all Wales have been the second highest users of all our customers to have downloaded and used the app

The Service Manager remain responsible for the smooth running of the contract day today. I am also available to assist with promotion and also to provide live awareness and topic specific webinars and attend meetings and wellbeing events as required by Caerphilly Council

All Contacts by Type

Period	Total	All	Telephone / Face to Face	Information Specialist / Management Support	Online	Critical Incident	Head Count
Apr-21	42	-.51%	-.47%	-.02%	-.01%	-.00%	8,296
May-21	52	-.63%	-.53%	-.07%	-.02%	-.00%	8,296
Jun-21	29	-.35%	-.29%	-.06%	-.00%	-.00%	8,296
Jul-21	28	-.34%	-.29%	-.05%	-.00%	-.00%	8,296
Aug-21	20	-.24%	-.18%	-.05%	-.01%	-.00%	8,296
Sep-21	32	-.39%	-.29%	-.04%	-.07%	-.00%	8,296
Oct-21	25	-.30%	-.25%	-.04%	-.01%	-.00%	8,296
Nov-21	42	-.51%	-.43%	-.04%	-.04%	-.00%	8,296
Dec-21	21	-.25%	-.22%	-.01%	-.02%	-.00%	8,296
Jan-22	41	-.49%	-.39%	-.08%	-.00%	-.00%	8,296
Feb-22	40	-.48%	-.17%	-.01%	-.00%	-.00%	8,296
Mar-22	43	-.52%	-.13%	-.00%	-.04%	-.00%	8,296
Total	415	5.00%	3.64%	-.47%	-.23%	-.00%	

All Contacts by Type



Issue Category Analysis

Personal :

180 personal issues have been presented from which the main trends have been

- Health which continues to be the most frequently presented issue and accounts for 87 (48%) of all the personal issues presented of which 63 (35%) were about emotional issues such as stress, depression and anxiety and 24 (13%) were about aspects of physical health
- 17% were relating to family issues and concerns for family members
- 14% were about bereavement which is a presented issues which is increasing across our customer base

Work:

41 work related issues have been presented with the emerging trends being

- Health which remains the most frequently presented concern of which 12 (29%) were emotional health issues and 3 (7%) were physical health issues
- 15% related to change

- 12% were about relationship challenges with managers

The HSE Standards showed Stress-Demands 7%, Stress-Change 2% and Stress-Change 2%

Management Support:

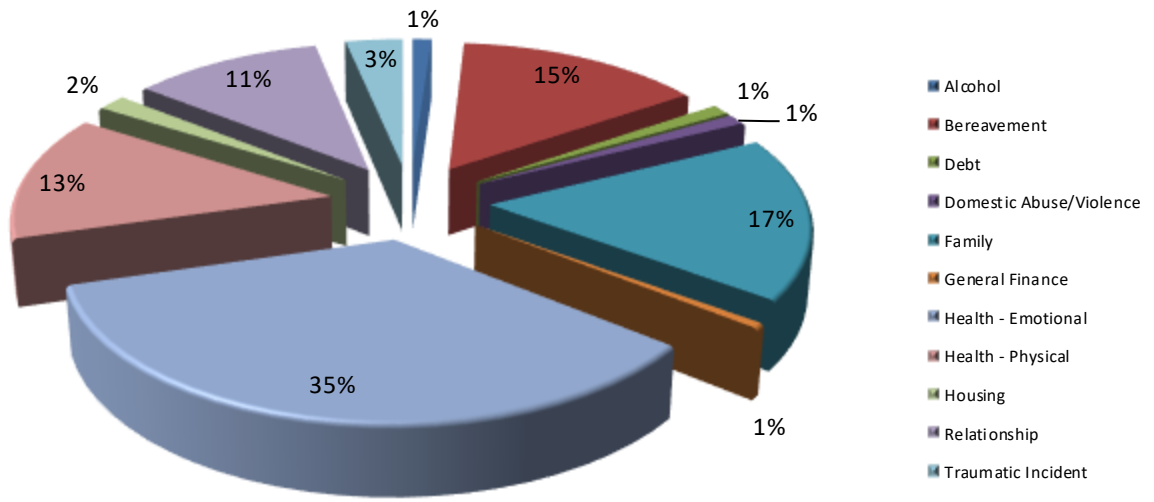
Again there have been no instances of Management support which is a shame as this is a really valuable part of the Care first service. I would like to suggest a promotional event for managers that I would be happy to either attend in person or virtually whichever best suits the needs of your organisation

Information Specialist:

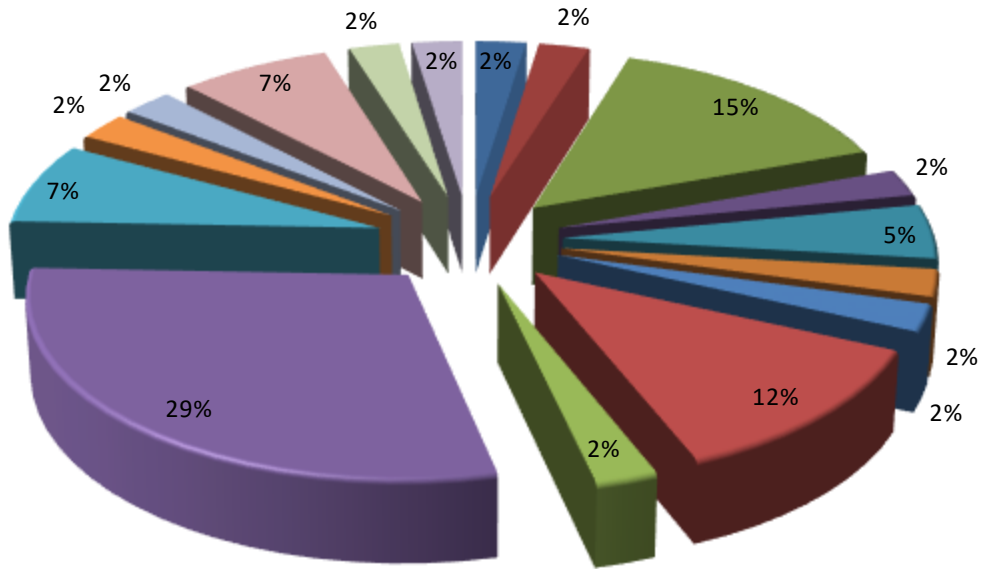
The team of CA Information Specialists supported with a wide range of issues including

- Law and legal
- Employment concerns
- Benefit enquiries
- Consumer issues
- Health/medical

Personal Issues

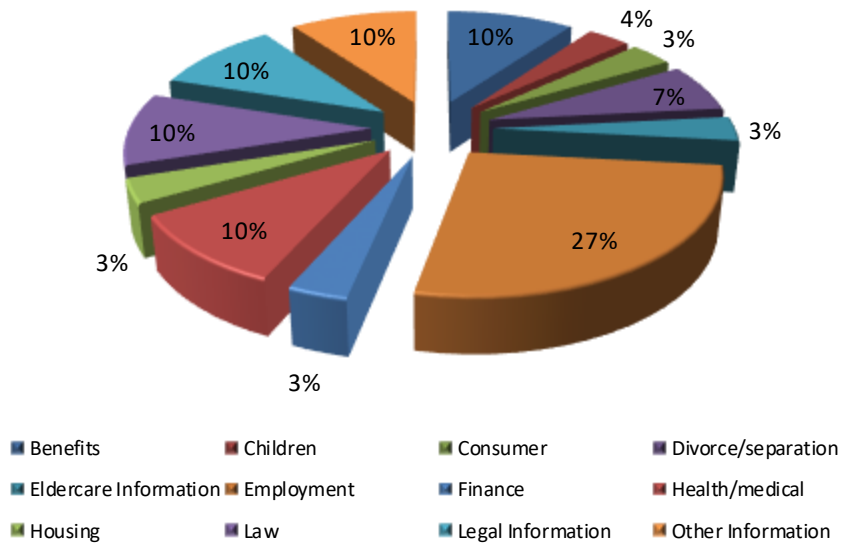


Work Related Issues



- Absence/Attendance
- Changes at work
- Performance - General
- Racist Incident
- Traumatic Incident
- Work Related Health - Physical
- Workplace Environmental Conditions
- Stress - Relationships
- Bullying & Harassment by Members of Public
- Disciplinary
- Performance - Target Related
- Relationships at work with manager
- Work Related Health - Emotional
- Work Underload
- Stress - Demands
- Stress - Change

Information Specialist



Support in

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	YTD
English	16	21	6	8	10	19	10	18	6	16	15	15	160
Welsh	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-

Lifestyle usage

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	YTD
Pageviews	19	24	58	79	33	59	40	77	17	116	40	30	592
Unique Pageviews	19	23	52	56	29	55	34	74	15	98	37	27	519

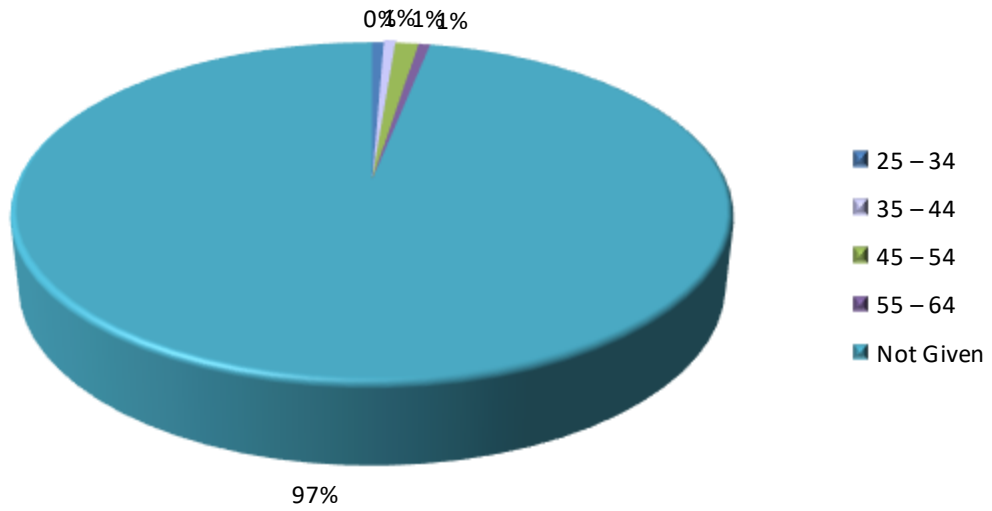
Information

Category

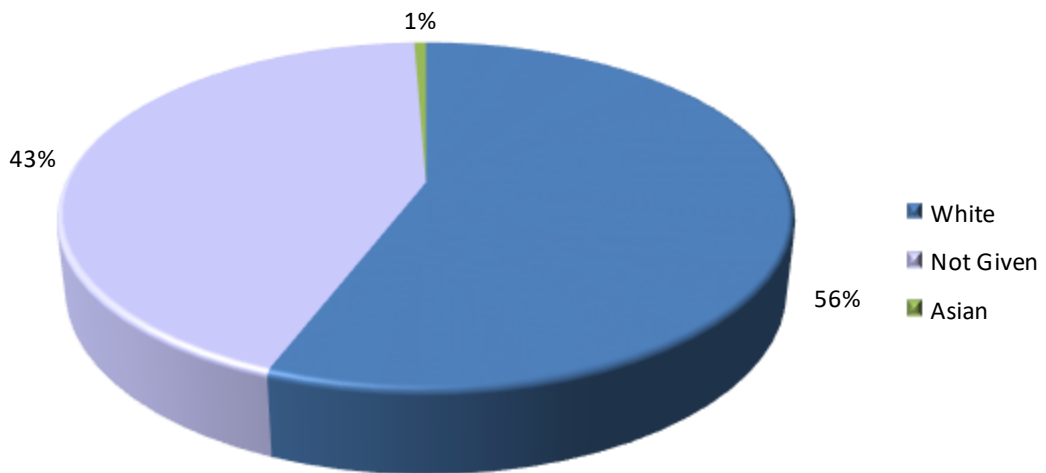
Unique Pageviews

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Year to Date	YTD %
At Home	9	13	46	24	16	35	23	47	7	65	25	17	327	63 %
At Work	10	10	6	32	13	20	11	27	8	33	12	10	192	37 %
TOTAL	19	23	52	56	29	55	34	74	15	98	37	27	519	100 %

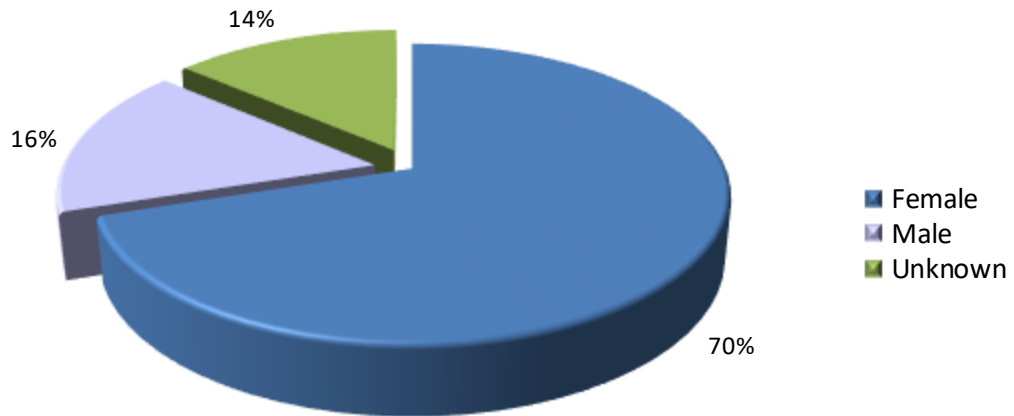
Age Summary



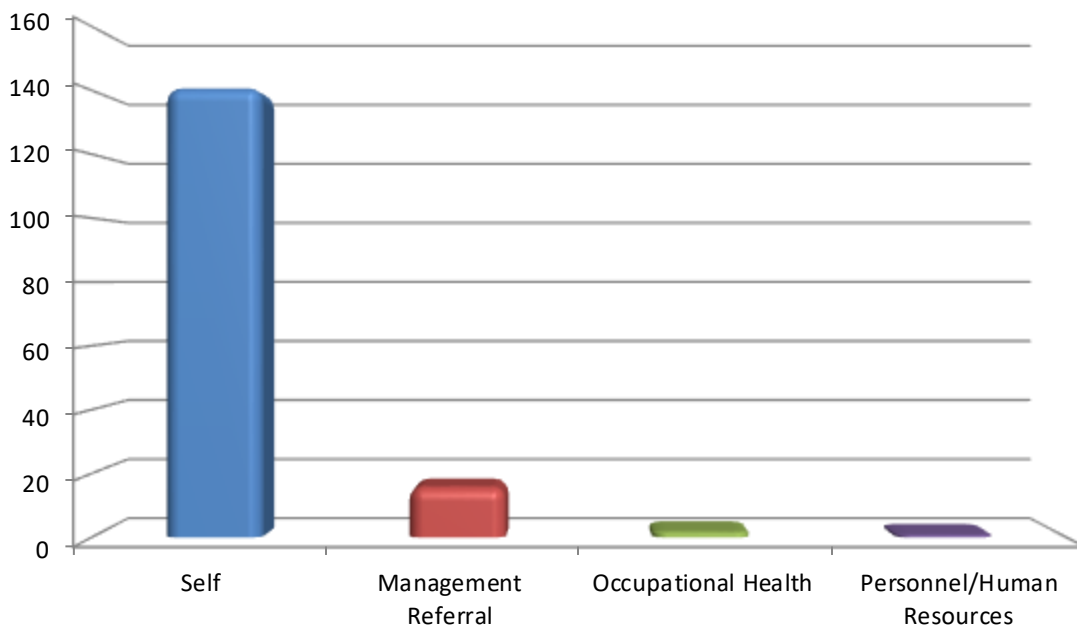
Ethnic Origin Summary



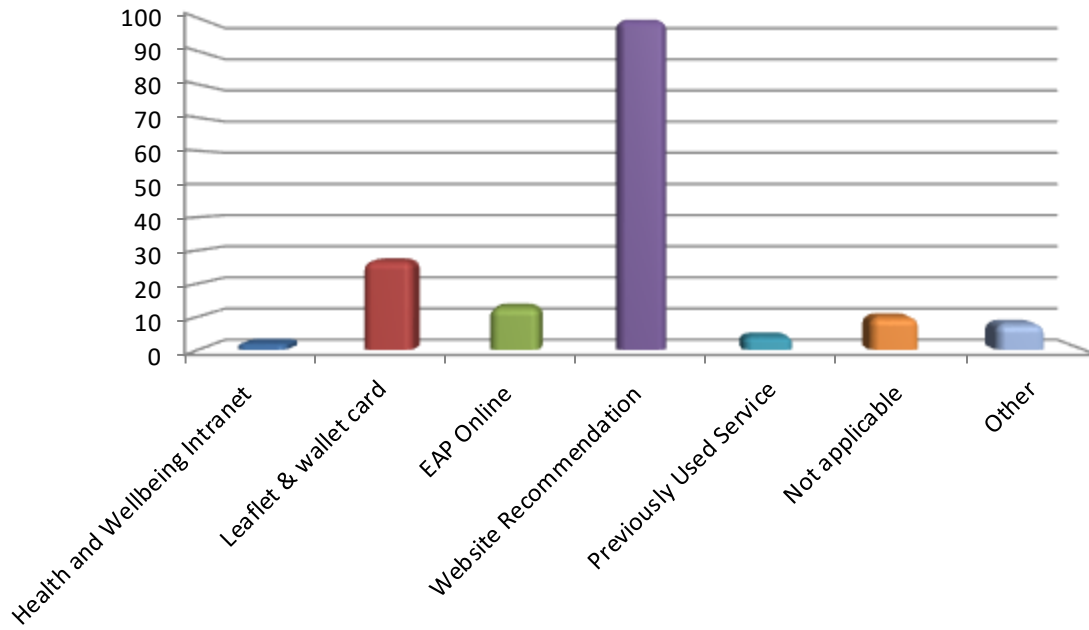
Gender Summary



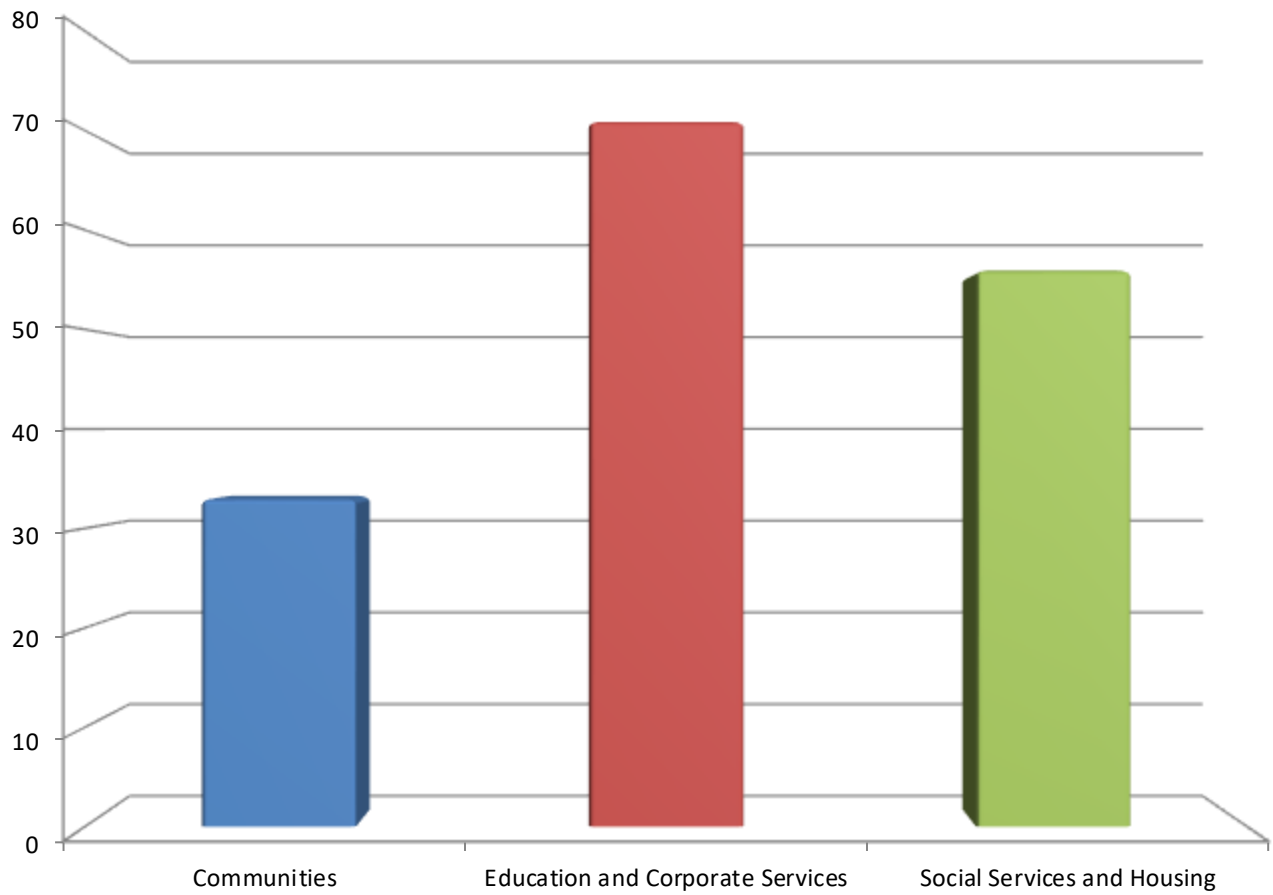
Referred by



Service Knowledge



New cases by Region



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.