

Employee Assistance Programme

The Care First Employee Assistance Programme remains available to all employees and continues to be publicised within the workplace since its launch in June 2016. Quarterly reports have been received on a scheduled basis and an update of the service is shown below

- Care First EAP continues to be promoted throughout the Council
- The most recent quarterly report for Dec'17-Feb'18 indicates the highest number of contacts since the service began. This includes 41 telephone counselling sessions and 47 face-to-face counselling sessions.
- There were 29 new users of the service this quarter.

SERVICE	QUARTER 1 1/06/17 - 31/08/17	QUARTER 2 1/09/17 - 30/11/17	QUARTER 3 1/12/17 - 28/02/18
No. of contacts	63	70	91
* to 24/7 telephone counselling line	31	29	41
* for telephone information	2	2	2
* face-to-face counselling	30	38	47
* on-line counselling	0	1	1
No. of new clients	19	21	29
Male	5	6	7
Female	14	15	22
No. personal issues	23	19	27
No. work-related issues	16	6	9
Management support	0	0	1
Information Specialist	0	2	4
Lifestyle home / work	19/25	16/6	3/9
Total Zest registered users	56	57	58
On-line CBT Service	1	0	0