



Employee Assistance Programme

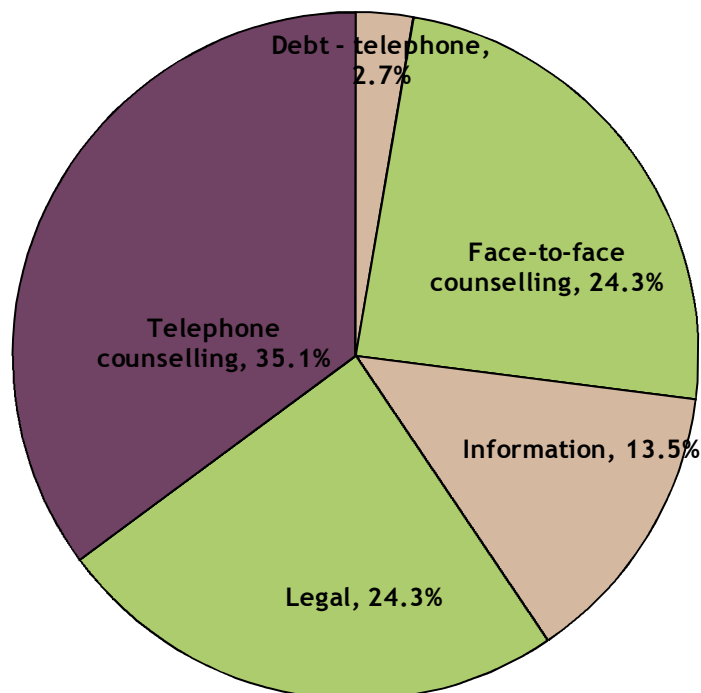
Community Lives Consortium- Year Ending 30 June 2010

Activity Summary - Last Four Quarters

Period	Total	Utilisation	Clinical	Non Clinical
Q1 (July-September)	14	9.0%	5.2%	3.9%
Q2 (October-December)	9	5.8%	3.2%	2.6%
Q3 (January-March)	3	1.9%	1.9%	0.0%
Q4 (April-June)	11	7.1%	3.9%	3.2%
Last Year	37	6.0%	3.5%	2.4%

Services Accessed in the Year Ending 30 June 2010

Service Type (cases in past year)	Cases	%
Debt - telephone	1	2.7%
Face-to-face counselling	9	24.3%
Financial	0	0.0%
Information	5	13.5%
Legal	9	24.3%
Management consultation	0	0.0%
Telephone counselling	13	35.1%
Total	37	100.0%



Figures based on 620 staff.



National Utilisation - For Your Information

These tables show the utilisation rates for all the not-for-profit organisations in our programme. The information may be used as a comparison with your own data.

Quarter	Organisations	People	Clinical	Non-Clinical	Utilisation
Q1 (July-September)	124	5736	75	101	12.3%
Q2 (October-December)	124	5803	93	93	12.8%
Q3 (January-March)	124	5751	91	95	12.9%
Q4 (April-June)	119	5667	84	90	12.3%

Service Type (cases in past year)	Cases	%
Debt - telephone	5	0.7%
Face-to-face counselling	130	17.5%
Financial	20	2.7%
Information	162	21.8%
Legal	198	26.6%
Management consultation	10	1.3%
Telephone Counselling	219	29.4%
Total	744	100.0%

Your EAP

Your EAP provides support on a wide range of issues including:

- **Unlimited telephone counselling** and up to 5 face to face counselling sessions
- **Financial advice** - e.g. about mortgage matters, pensions and taxation
- **Debt counselling** - providing assistance and recommendations for those with multiple debts
- **Legal advice** - from qualified and experienced solicitors on all personal legal issues e.g. matrimonial, consumer and tenancy
- **Citizens' Advice Bureau information** - on a range of issues including consumer enquires, tenancy matters, state benefits and entitlement information
- **Childcare and dependent care advice** - e.g. returning to work after children, education choices, taking on a caring role and residential care options.
- **Management consultation** - Specialist support and coaching for managers available between 8.00am and 9.00pm.
- **Online support** - exclusive access to fact sheets and web links via www.worklifesupport.com/onlinesupport. Staff log in using user name *worklife* and password *support2*.

Please contact us if you have any questions about this report or if you need any additional leaflets for your staff. We will continue to be in touch with promotional materials at regular intervals throughout the year.

NB Utilisation is calculated by taking the number of calls in a quarter, multiplying by 4 and dividing by the number of staff.