



Employee Assistance Programme

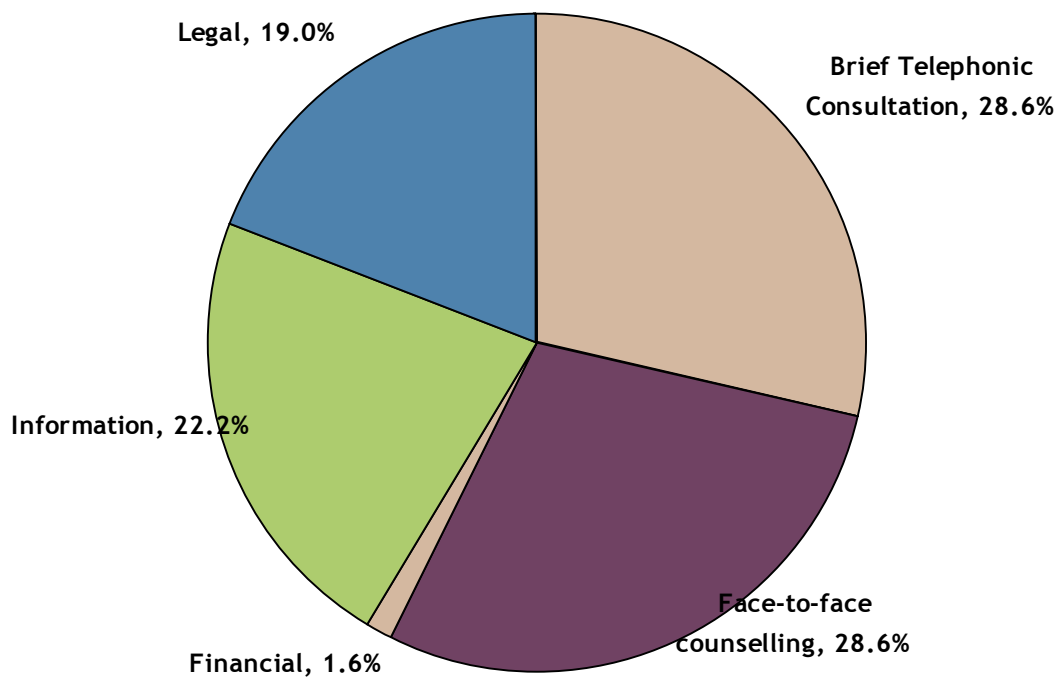
Community Lives Consortium- Year Ending 31 March 2009

Activity Summary - Last Four Quarters

Period	Total	Utilisation	Clinical	Non Clinical
Q1 (Apr-Jun)	13	8.4%	6.5%	1.9%
Q2 (Jul-Sep)	13	8.4%	4.5%	3.9%
Q3 (Oct-Dec)	23	14.8%	9.0%	5.8%
Q4 (Jan-Mar)	14	9.0%	3.2%	5.8%
Last Year	63	10.2%	5.8%	4.4%

Services Accessed in the Year Ending 31 March 2009

Service Type (cases in past year)	Cases	%
Brief Telephonic Consultation	18	28.6%
Debt - telephone	0	0.0%
Face-to-face counselling	18	28.6%
Financial	1	1.6%
Information	14	22.2%
Legal	12	19.0%
Management Consultation	0	0.0%
Total	63	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 (Apr-Jun)	116	5429	85	120	15.1%
Q2 (Jul-Sep)	120	5598	97	133	16.4%
Q3 (Oct-Dec)	125	5568	109	131	17.2%
Q4 (Jan-Mar)	126	5566	120	145	19.0%

Service Type	Cases	% of Cases
Brief Telephonic Consultation	253	26.7%
Debt - telephone	3	0.3%
Face-to-face counselling	157	16.6%
Financial	25	2.6%
Information	172	18.1%
Legal	319	33.6%
Management Consultation	19	2.0%
Total	948	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.