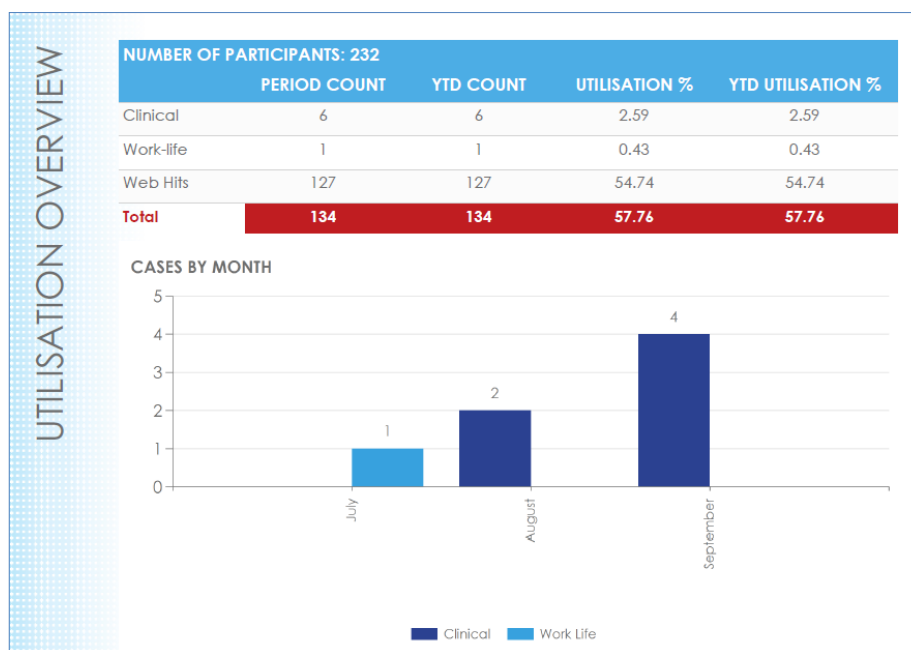


**Employee Assistance Programme: Workplace Options, Quarter 2: User Statistics****1. Please see below the utilisation report for Q1 and Q2.**

Maldon District Council's overall usage of services during the period, 01 April 2017 to 30 September 2017, was seven cases. The projected annual utilisation for Maldon District Council is 6.02% which is greater than the Book of Business's (BOB) benchmark of 2.98%. There were six Employee Assistance Programme (EAP) counselling cases, and one work-life case. Usage is lower compared to the previous year during this time period where utilisation was 3.50%. Year to date the number of cases broken out by gender are: 28.57% male and 71.43% female.



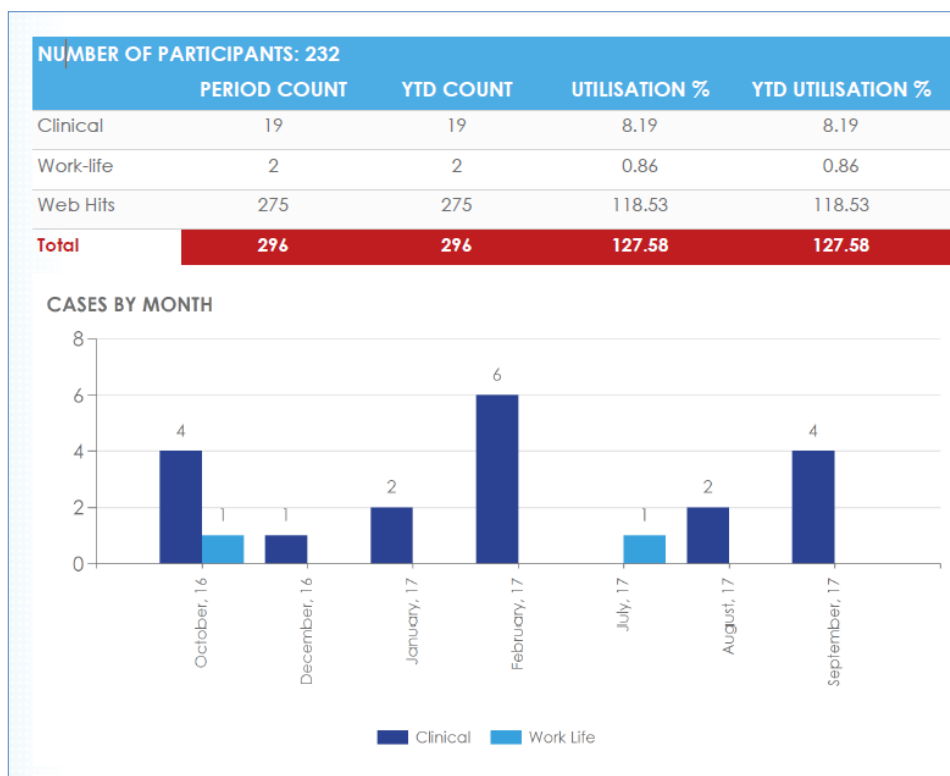
	Q1	Q2	Q3	Q4	TOTAL
<b>Clinical</b>					
General Assistance Clinical	1	5			6
Face to Face Counseling		3			3
Structured Telephonic Counseling		2			2
Aware- mindfulness-based stress reduction		1			1
<b>Sub Total</b>	<b>1</b>	<b>11</b>			<b>12</b>
<b>Work-life</b>					
Legal Consultation		1			1
<b>Sub Total</b>		<b>1</b>			<b>1</b>
<b>Total</b>	<b>1</b>	<b>12</b>			<b>13</b>
Total Utilisation	0.43	5.17			5.60
Web Logins	9	14			23
Number of Individual Participants Utilising Services	1	5			6
Web Usage % (Based on Logins)	3.88	6.03			9.91

**2. Utilisation Report: 1 October 2016 to 30 September 2017**

Maldon District Council's overall usage of services during the annual period, 01 October 2016 to 30 September 2017, was 21 cases. The projected annual utilisation for Maldon District Council is 9.05% which is greater than the Book of Business's (BOB) benchmark of 2.98%. There were 19 EAP counselling cases, and two worklife cases. Usage is lower

## APPENDIX 2

compared to the previous year during this time period where utilisation was 10.50%. Year to date the number of cases broken out by gender are: 9.52% male and 90.48% female.



	Q1	Q2	Q3	Q4	TOTAL
<b>Clinical</b>					
General Assistance Clinical	3	3	1	5	12
Face to Face Counseling	3			3	6
Long Term/Psychiatrist Referral		6			6
Clinical First Call Resolution	2	2			4
Structured Telephonic Counseling				2	2
Aware- mindfulness-based stress reduction				1	1
<b>Sub Total</b>	<b>8</b>	<b>11</b>	<b>1</b>	<b>11</b>	<b>31</b>
<b>Work-life</b>					
Daily Living	1				1
Legal Consultation				1	1
<b>Sub Total</b>	<b>1</b>			<b>1</b>	<b>2</b>
<b>Total</b>	<b>9</b>	<b>11</b>	<b>1</b>	<b>12</b>	<b>33</b>
Total Utilisation	3.88	4.74	0.43	5.17	14.22
Web Logins	10	7	9	14	40
Number of Individual Participants Utilising Services	5	6	1	5	17
Web Usage % (Based on Logins)	4.31	3.02	3.88	6.03	17.24

- The EAP is offered to both employees and Members. The annual cost of the EAP is £4.95 per head (£1,267 total) - therefore on the basis of the utilisation rates over the past year, this represents good value for money. Positive feedback has been received from staff particularly regarding the quality of counselling services received.

As well as using an EAP to help safeguard employees' mental health and wellbeing, employers can also benefit. A healthier, happier workforce means lower sickness absence rates, increased productivity and higher levels of engagement.