

**WRITTEN QUESTION TO THE CHAIR OF THE STATES EMPLOYMENT BOARD  
BY SENATOR K.L. MOORE  
QUESTION SUBMITTED ON TUESDAY 4th MAY 2021  
ANSWER TO BE TABLED ON TUESDAY 11th MAY 2021**

**Question**

Will the Chair advise the Assembly of the number of Government employees who have been referred for counselling per month over the past 3 years, broken down to show the number referred through the AXA scheme and the number of direct referrals?

**Answer**

AXA, the government's Occupational Health provider, offer Counselling Services on either a face to face or telephone basis. In addition, either the government, or AXA following triage, may refer cases for support to one of three in-island specialist providers. Detailed below are the number of counselling sessions of each type delivered per month for each of the last 3 years calendar years.

	Jan -18	Feb -18	Mar -18	Apr -18	May -18	Jun -18	Jul- 18	Aug -18	Sep -18	Oct -18	Nov -18	Dec -18	Total
AXA F2F Counselling sessions	0	0	0	1	0	5	7	15	11	11	14	13	77
AXA Telephone Counselling sessions	3	2	9	0	2	4	8	2	3	2	3	3	41
<b>Total 2018</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>13</b>	<b>17</b>	<b>16</b>	<b>118</b>
Case referrals made to AXA by Manager / HR	2	1	2	0	0	4	1	1	1	7	4	6	29
Direct referrals made to AXA by self/ individual	6	4	13	3	6	3	5	4	5	7	6	8	70
Total of additional In Island Specialist Counselling Services during 2018													20

During 2018 there were 77 face to face counselling sessions and 41 telephone counselling calls in total undertaken by AXA. Of the cases referred 27% related to work-place issues and 73% highlighted personal issues. Average face to face counselling sessions per case: 3.8 sessions. Average telephone counselling sessions per case: 1.4 sessions. There were 57 cases closed by AXA. In addition, during 2018, there were a further 20 direct referrals for counselling support made by the government to one of the in-island specialists.

On 1st September 2018, following the renewal of the occupational health contract, AXA Health began delivering additional wellbeing support services for employees through on-site physiology services, including Know Your Number (KYN) health assessments. This coincided with increased government wide promotion of the 'Be Supported' Helpline, including by the AXA physiologist. Between 1 September 2018 and 31 December 2019, 1855 individual health assessments were conducted with employees and each were provided with details of the wider support available to them through the employee assistance programme.

	Jan -19	Feb -19	Mar -19	Apr -19	May -19	Jun -19	Jul- 19	Aug -19	Sep -19	Oct -19	Nov -19	Dec -19	Total
AXA F2F Counselling sessions	4	36	15	20	16	16	28	4	5	0	0	50	194
AXA Telephone Counselling sessions	2	2	5	4	1	2	7	7	5	0	0	3	38
<b>Total 2019</b>	<b>6</b>	<b>38</b>	<b>15</b>	<b>24</b>	<b>17</b>	<b>18</b>	<b>35</b>	<b>7</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>42</b>	<b>212</b>
Case referrals made to AXA by Manager / HR	8	4	7	10	6	6	5	8	4	5	7	5	75
Direct referrals made to AXA by self/ individual	7	9	7	5	5	1	5	7	5	5	6	4	66
Total of additional In Island Specialist Counselling Services during 2019													43

During 2019 there were 194 face to face counselling sessions and 38 telephone counselling calls in total dealt with by AXA. Of the cases referred 26% related to work-place issues and 74% highlighted personal issues. Average face to face counselling sessions per case: 5.8 sessions. Average telephone counselling sessions per case: 1.5 sessions. There were 73 cases closed by AXA. Following triage, AXA referred 38 cases for in island specialist support (1) who also received 2 further direct referrals from government. A second in-island specialist received 3 direct referrals from government during 2019.

	Jan -20	Feb -20	Mar -20	Apr -20	May -20	Jun -20	Jul- 20	Aug -20	Sep -20	Oct -20	Nov -20	Dec -20	Total
AXA F2F Counselling sessions	47	6	6	6	10	0	29	6	21	6	3	13	153
AXA Telephone Counselling sessions	3	1	2	3	6	0	9	5	6	1	1	13	50
<b>Total 2020</b>	<b>50</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>16</b>	<b>0</b>	<b>38</b>	<b>11</b>	<b>27</b>	<b>7</b>	<b>4</b>	<b>26</b>	<b>203</b>
Case referrals made to AXA by Manager / HR	5	5	4	1	0	1	4	9	4 <sup>1</sup>	4	1	2	40
Direct referrals made to AXA by self/ individual	5	5	6	7	9	7	8	12	9	3	6	7	84
Total of additional In Island Specialist Counselling Services during 2018													38

During 2020 there were 153 face to face counselling sessions and 50 telephone counselling calls in total managed by AXA. Of the cases referred 35% related to work-place issues and 65% highlighted personal issues. Average face to face counselling sessions per case: 5.9 sessions. Average telephone counselling sessions per case: 1.5 sessions. There were 83 cases closed by AXA. Following triage, AXA referred 8 cases for in-island specialist support (1), who also received 5 further direct referrals from government. In-island specialist (2) received 21 direct referrals from government and a third in-island specialist received 4 direct referrals from government during 2020.

<sup>1</sup> Includes one referral from AXA OH