

2013

/UK EAPA MARKET WATCH REPORT 2013/

EAPs: essential for business performance

- **92% of the top 25 best companies to work for have EAP support**
- 1,300 users gave 95% service satisfaction
- Employee Benefits reports an increase of 11% from 2009-2011, with **71% of organisations surveyed now providing EAPs for their staff.**

/THE BENEFITS RESEARCH 2013 UK, *Employee Benefits magazine*/

- **Counselling or Employee Assistance Programmes (EAPs) have been the big growth story in core benefits offered to all employees.** This benefit has steadily gained in popularity, becoming an integral part of many employers' perks packages. This year (**2013**), **71%** of respondents provide an **EAP as a core benefit for all staff**
- **A greater awareness of stress and mental health issues**, and how these can affect the workplace, may have fuelled this rise as **employers look to support staff suffering such problems.**
- The **difficult economic climate** of the past five years may also be a driver, as employers look to **support staff with non-work-related issues** to prevent these from intruding on the workplace.

2012

/EAP GUIDELINES, *UK EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION (EAPA), December 2012*/

- ✚ The government's Foresight project on Mental Capital and Wellbeing estimated the costs of mental ill health and stress in the workplace at **£25.9b per annum**, reflecting itself in **absenteeism, presenteeism** and **labour turnover.**
- ✚ In the recent survey of over **35,000** workers in **36 European countries** by the European Agency for Safety and Health at Work, **77%** of workers said they

thought that **job-related stress would increase** over the next five years, with only 7% saying they thought it would decrease.

- ✚ The NICE Guidelines on Promoting Mental Wellbeing at Work has demonstrated that **prevention** and **early identification of stress** and **mental wellbeing problems** will **save** employers at least **30%** of the costs or about £8b per annum; and businesses with 1,000 employees could save roughly £250,000 per annum.
- ✚ 55 organisations engaged in stress and wellbeing interventions in their workplace, there was a **decline of 45% in sickness absence**, an **18% decline in staff turnover**, a **16% decrease in accidents and injuries** and an **8% increase in productivity**.
- ✚ When it comes to identifying the issues that employees need to manage alongside their work, personal and family relationship issues such as domestic violence, conflict among colleagues, difficulties with managers, depression and other psychological conditions, substance abuse, financial concerns and child or eldercare needs are the tip of the iceberg. Set against this, the pressure from an increasingly competitive workplace means that **many employees, without the appropriate support from their employer, will struggle to perform**.
- ✚ This is exactly why **Employee Assistance Programmes (EAPs)** have become a **valuable tool** that organisations can introduce to engage employees and improve and maintain the productivity and healthy functioning of its people. It is estimated that **over 10 million employees in the UK** now have support from an EAP for occasions when they need to get some help with a personal problem.

2011

/Health at work – an independent review of sickness absence,  
*Dame Carol Black and David Frost CBE, November 2011/*

- **Stress and mental health disorders** are one of the biggest causes of **long-term absence** and, according to a number of business surveys, are on the increase as a reason for absence. It is estimated that each year **one in six workers** in England and Wales is affected by **anxiety, depression** and **unmanageable stress**.
- We estimate that there are currently **140 million working days lost per year** in GB due to sickness absence. This equates to 2.2 per cent of all working time, or 4.9 days for each worker each year, and is broadly comparable to many other developed countries (**the United States, France, Germany and the Netherlands have similar rates**).

- We have found these services (**EAPs**) can be very effective in **tackling absence** by providing information, advice and counselling on a variety of issues causing absence and/or **performance problems**.
- **Stress** is, for the first time, the most common cause of **long-term sickness** absence for both manual and non-manual employees. The amount of **organisational change** and **restructuring** has been identified as the **number one cause of stress at work**.

2010

*/Attitudes to Counselling & Psychotherapy: Key Findings, BACP (British Association for Counselling & Psychotherapy), 2010 /*

- ◆ **...54% would like their employer to offer a confidential counselling or psychotherapy service**
- ◆ **91%** agreed that 'it is more acceptable to talk about emotional problems than it was in the past'
- ◆ **95%** of respondents agreed that 'it is a good idea to seek counselling or psychotherapy for a problem before it gets out of hand'
- ◆ Many reasons for seeking therapy are considered acceptable now:
  - Anxiety & Depression - 94%
  - Drugs, alcohol or gambling - 91%
  - Relationship breakdown - 85%
  - Sex addiction - 80%
  - Employment issues - 72%
  - Greater self-awareness - 58%

2007

*/Managing the causes of work-related stress, Health and Safety, UK, 2007/*

- ✚ About **1 in 7** people say that they find their **work** either very or **extremely stressful** (Psychosocial working conditions in Britain in 2007).
- ✚ In 2005/06 just under **half a million people** in Great Britain reported **experiencing work-related stress at a level they believed was making them ill**.
- ✚ **Depression** and **anxiety** are the most common **stress-related complaints** seen by GPs, affecting **20% of the working population of the UK**.

- ✚ A total of nearly **11 million working days** were lost to **stress, depression and anxiety in 2005/06**.
- ✚ HSE research in 2003 into offshore work found approximately **70% of common work-related stressors** are also potential root causes of **accidents** when they were caused by **human error**.