

**WRITTEN QUESTION TO THE CHAIR OF THE STATES EMPLOYMENT BOARD
BY DEPUTY C.A. ALVES OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 25th FEBRUARY 2020**

Question

Will the Chair provide a breakdown for the past five years of the number of staff accessing the AXA support service that is made available, showing the results by department and year?

Answer

AXA Be Supported guarantees a strictly confidential service to users. The support line is available to staff and their immediate families 24/7 and provides assistance on a number of topics, both home and work related, which may involve challenging issues including medical or financial concerns. We recognise that in many situations there is an overlap between work and home issues and the overall aim is to support individuals at an early stage to minimise the impact on their mental wellbeing.

The usage data is provided to the Government of Jersey in a format which does not identify the department (or location) where the employee is based, as this in combination with the reasons for use of the service, may compromise the confidentiality of the individual

The usage data for 2015 -2019 is shown in the table below:

Year	No using the service	Work Related	Personal problems
2015	25	Not given	Not given
2016	27	Not given	Not given
2017	34	Not given	Not given
2018	99	28%	72%
2019	142	27%	73%

There has been an increase in the promotion of this support line through 2018 and 2019 which may account for this increase in usage of this service over the period.