

Employee Assistance Programme 2022 – Lambeth Council

Utilisation data

	Total
Counselling calls	375
Advice calls	55
Face to face counselling cases	5
Face to face counselling sessions	26
Structured telephone counselling cases	28
Structured telephone counselling sessions	180
Online counselling cases	14
Online counselling sessions	92

Notes:

1. Current utilisation figures are for 12 months to December 2021.
2. Note that the council's preference for counselling cases is face to face, however the impact of pandemic has meant many counselling sessions have been by telephone.