

E109/09/01

**20 May 2011.**

**Circular 07/2011: Interdepartmental competition for appointment to the post of Employee Assistance Officer – EAO (Higher Executive Officer) in the Civil Service Employee Assistance Service (CSEAS)**

A Dhuine Uasail,

The Public Appointments Service is holding an interdepartmental competition to establish panels for appointments to the post of Employee Assistance Officer (EAO) at the grade of Higher Executive Officer (HEO) in the Civil Service Employee Assistance Service (CSEAS). The Civil Service is committed to a policy of equal opportunity.

**Posts to be filled from the competition**

1.1 Successful candidates will be placed on panels for appointment to the post of Employee Assistance Officer in the Civil Service Employee Assistance Service (CSEAS). Regional appointments will be made as required. Officers appointed under this Circular will be expected to serve as an Employee Assistance Officer for at least five years. Appointments will be subject to review by the Board of the CSEAS and the Personnel Officer of the Department of Finance<sup>1</sup> with a view to deciding if the appointment should continue. (See paragraph 13.9 below.)

1.2 The panels set up under this competition will extend to **30 June 2013** or until the exhaustion of the panels, whichever is the earlier. Candidates who have not been promoted at the expiry of the relevant panel will have no claim to appointment or promotion thereafter because of having been on the panel.

1.3 The duration of the panels may be varied by agreement between the Department of Finance and the relevant Civil Service unions.

**Background**

2.1 The Civil Service Employee Assistance Service (CSEAS) is an important shared service element of the human resource structure of the Civil Service. The CSEAS provides a service to all Government Departments/Offices and provide a wide range of supports to staff and management in relation to personal or job-related problems.

2.2 Policy in respect of the CSEAS is developed and monitored by a seven person Board consisting of representatives from the Department of Finance including the Chief Medical Officer (CMO), one representative of the Staff Side, and representatives from a number of Government Departments. The role of the Board is to determine the framework and broad

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<sup>1</sup> Please note that in due course references to the Department of Finance will be replaced by the references to the Department of Public Expenditure and Reform

policy for the ongoing modernisation of the CSEAS in line with Government policy and to monitor and review the effectiveness of the CSEAS

2.3 The Board of the CSEAS coordinates the recruitment and training of EAOs and is responsible for the central policy in regard to the development of the CSEAS. The CSEAS has been reorganised and will operate an inter-Departmental service on a regionalised basis.

2.4 With effect from 1 January 2011, management of the CSEAS is being centralised within the Department of Public Expenditure and Reform and will be located in Dublin. The reorganised service will be a shared service and will operate as an inter-Departmental service on a regional basis.

2.5 A CSEAS Manager reporting to the CSEAS Board will oversee the management and future development of the service. Employee Assistance Officers (EAO) appointed from this competition will report to the Manager of the CSEAS.

### **Job Description**

4.1 The CSEAS is a work based support service, designed to assist staff in managing personal difficulties which may, if left unattended, adversely affect their work performance and/or attendance and their quality of life. The Service provides confidential assistance and a wide range of supports to staff and management in relation to personal or job-related problems.

4.2 The work of the EAO in a modernised, effective and high quality service will involve the provision of a confidential support and referral service to staff and management on a wide variety of problems and difficulties arising both within and outside the workplace. This service includes assisting staff in evaluating and assessing personal difficulties and problems, supporting them in the planning and structuring of ways to resolve such difficulties and following up with contact and support. In addition, Employee Assistance Officers promote, co-ordinate and disseminate practical advice and information to staff and management on a wide range of issues relating to health and welfare. In order to discharge their duties effectively, Employee Assistance Officers develop contacts with a range of welfare agencies and specialist services outside their Departments/Offices and also maintain effective liaison with line management and staff. Among the issues dealt with by the Employee Assistance Officers are:

- work-related issues (human aspects of work, e.g. interpersonal difficulties, harassment, balancing work with domestic responsibilities, general dissatisfaction)
- stress
- health issues (physical, emotional, psychiatric and psychological)
- family and marital issues (domestic violence, separation, relationships, secondary family issues)
- financial matters (debts, budgeting)
- addiction (alcohol, gambling, drugs)
- bereavement (coping with loss/grief, suicide, practical information following a bereavement, probate);
- pre-retirement advice and support

5. In carrying out the duties of the position, Employee Assistance Officers will be required to:

- liaise with staff, line management, Personnel Sections/Divisions, relatives of employees, outside agencies, specialist services and any other contacts as necessary
- participate in any training and development programmes which the Board may consider necessary to help carry out the duties effectively. Training may include

formal structured courses, on-the-job training (including ongoing group training), peer support and professional supervision

- discharge their work in an ethical fashion in accordance with the provisions of *Circular 26/04: Civil Service Code of Standards and Behaviour*, in particular paragraph 14 of the Code - Conflicts of interest; and adhere to the requirements of *Code of Practice – Civil Service Employee Assistance Officers*
- undertake official travel as required - the extent of travel required will vary depending on the geographical spread of the Department(s)/Office(s) for which the Employee Assistance Officer is responsible and the requirements of management
- undertake work which does not always conform to normal working hours
- monitor the effective implementation of the Employee Assistance Programme in the Department(s)/Office(s) for which s/he is responsible.

### **Personal Requirements**

6.1 To perform effectively as an Employee Assistance Officer it is desirable that appointees should possess the following:

- a mature outlook and a genuine and proven interest and concern for the well-being of others
- good interpersonal skills including the capacity to empathise with others and their situations and circumstances while bringing an objective perspective to bear
- an aptitude for communicating effectively, in particular for developing relationships of trust and confidence; and have good listening skills
- the ability to adapt one's approach and style as required to each individual and situation
- sound judgement
- an objective and non-directive approach to dealing with other people's problems
- the ability to display initiative and efficiency in setting priorities and balancing demands
- willingness to work as part of a team
- relevant experience
- a knowledge of ICT e.g. use of spreadsheets; internet; PowerPoint etc.
- experience of making presentations
- hold an accredited qualification in employee assistance practice, counselling or other relevant area as deemed acceptable to the PAS.
- a good understanding and appreciation of the role of Employee Assistance Officer

6.2 Relevant work experience in a counselling environment would be an advantage.

6.3 It should be noted that in order to ensure that the probity of the CSEAS is not compromised, members of the CSEAS may not engage in outside businesses or activities which would in any way conflict with the interests of the CSEAS or impair the EAO in carrying out his/her duties. Where it is necessary to refer a client of the CSEAS to a private provider of counselling services, an EAO may not have a personal or business relationship with that counselling service

6.4 In addition to having the capacity to carry out the duties outlined in paragraphs 5 and 6 above, appointees should be capable of dealing with all aspects of work at Higher Executive Officer level and be committed to ongoing personal and professional development.

## **Eligibility**

7.1 Applications are invited from officers serving in grades with a salary scale up to that of the maximum of the Higher Executive Officer.

Candidates must on **9 June 2011**:

(a) be serving in an established, un-established or acting capacity in the civil service

and

(b) have not less than two years' service in their existing grade or an aggregate of two years' service in eligible grades. In this context credit is given for work-sharing on the same basis as full time service.

7.2 Where an officer was acting or on contract and was subsequently appointed in a substantive capacity, eligibility can be based on the aggregate service e.g. six months in an acting capacity or on contract and eighteen months in a substantive capacity, can be aggregated to give two years service.

7.3 Officers on special leave with pay may apply, if otherwise eligible. Officers on special leave without pay (e.g. to serve with the EU) may be eligible; Personnel Sections should check cases not covered by Department of Finance Circular 33/91 with this Department.

7.4 Officers on career break may apply if their career break conforms to terms of Department of Finance Circulars 18/98 if they are otherwise eligible.

7.5 Personnel Officers should note that under the provisions of *Circular 13/2009 Special Civil Service Incentive Career Break Scheme*, persons on Special Leave under that scheme will not be considered for promotion and/or notified of competitions

7.6 The Personnel Officer of a Department/Office will be required to certify to the Public Appointments Service, that a candidate:

- has worked well and has been satisfactory in his/her present grade;
- has been satisfactory in general conduct;
- has received an annual review rating of at least grade 3 under the Integrated PMDS model (agreed in General Council Report 1452)
- is suitable from the point of view of health with particular regard to sick leave; in relation to health and sick leave the procedures set out in Department of the Public Service Circular 34/76 (as amended by Department of Finance Circular 32/91, 33/99, 17/03 and 09/10) must be followed
- fulfils the conditions of eligibility set out in paragraph 7.1 above

7.7 Candidates should note that eligibility for the competition and the level of sick leave are not verified by the Public Appointments Service until a candidate comes under consideration for appointment. Admission to the competition therefore does not imply acceptance by the Public Appointments Service that a candidate is eligible to compete in the competition. If candidates have doubts about any aspect of their eligibility, they are advised to clarify their position with their Personnel Section before proceeding with the application

### **Selection Process:**

8.1 The methods used to select the successful candidate for this post may include:-

- Written Tests
- Questionnaires / instruments exploring skills, motives and /or personality,
- Assessment/presentation exercises
- Short listing of candidates on the basis of the information provided in their application
- Preliminary and or final interview

Should written tests be employed, PAS will provide you with further details as appropriate.

8.2 In the event that a large number of candidates meet the minimum eligibility requirements for the post, the Public Appointments Service may decide to invite a smaller number of candidates to the various stages of the selection process.

8.3 Should it be necessary to appoint a number of selection boards, the Public Appointments Service will determine the number of candidates to be called from each preliminary board to the final interview.

8.4 During any short listing exercise that may be employed, the Public Appointments Service is guided by an expert board who examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in a candidate's interest to provide a detailed and accurate account of qualifications/ experience on the application form.

### **Credit for Proficiency in both Irish and English**

9.1 Credit for proficiency in Irish and English will be given in accordance with Department of the Public Service Circular 43/75 and Department of Finance Circular 30/90.

9.2 In placing candidates in the order of merit, credit due under the above Circulars will apply only to those candidates who are successful at final interview.

### **Applications**

#### **How to apply:**

10.1 Applications should be made online through [www.publicjobs.ie](http://www.publicjobs.ie). All sections of the form must be completed. Forms must be submitted no later than midnight on **9 June 2011**. The closing date must be strictly observed.

10.2 Applicants should log-on to the public jobs website and, if they have not already done so, must "register as a member" before applying. Please do not confuse registering with applying. Once registered, applicants must then access the application form, complete and submit it.

10.3 The admission of a person to a competition, or invitation to attend interview, is not to be taken as implying that the Public Appointments Service is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

10.4 If you do not receive an acknowledgement of receipt of your application within two working days of applying, please contact the Public Appointments Service at **01-8587459 or 01-8587522**.

## **Salary**

11. Starting pay for successful candidates will be calculated in accordance with the provisions of *Circular 34 of 1977 - Starting Pay on Promotion or Establishment*. A successful candidate who is on a salary scale the maximum of which is equal to or above that of the Higher Executive Officer maximum will enter the Higher Executive Officer scale at the minimum of the scale or at existing pay plus accrued increment, whichever is the greater, subject to the maximum of the Higher Executive Officer scale not being exceeded.

## **Allowance**

12. The post of EAO attracts an allowance €5,803 per annum for officers on the modified scale and an allowance €6,108 per annum for officers on the integrated scale who are making a Personal Pension Contribution and are on the PPC Scale.

## **General:**

13.1 All officers appointed from this competition will be assigned to the post of Employee Assistance Officer in the Civil Service Employee Assistance Service.

13.2. Offers of appointment will be made from the panel in order of merit. An officer will have five working days after receipt of an offer to accept or reject; failure by the officer to decide within that time-frame may be construed as a rejection of the offer. Officers not promoted at the expiry of the panels will have no claim to promotion thereafter because of having been on the panels.

13.3 Appointments will be to the post of Employee Assistance Officer and will be subject to the usual conditions governing promotion as set out in the Department of Finance Guidelines on Probation. On appointment, officers will serve a one year probationary period in the grade of Employee Assistance Officer in the CSEAS. During this period, a decision will be made on substantive appointment to the grade. The appointment will be subject to the PMDS procedures in relation to performance monitoring and to probationary reviews. During the probationary period, the appointee will be assessed to determine whether s/he:

- has demonstrated the capacity to undertake the duties of Employee Assistance Officer and
- has performed the duties in a satisfactory manner, and
- has been satisfactory in general conduct.

13.4 An officer whose service is not satisfactory will be notified of the action to be taken.

13.5 Where a decision is made not to confirm an appointee in the new grade, the appointee may ask the Personnel Officer to request the Civil Service Disciplinary Code Appeal Board to review the decision. (Ref. Circular 14/2006 Civil Service Disciplinary Code, paragraphs 11 and 50 (ii)).

13.6 In the event of reversion an officer will, where practicable, return to fill a vacancy in the grade and Department/Office in which he or she served prior to promotion. Any extra payment arising from the assignment would then cease.

13.7. Officers appointed to the post of Employee Assistance Officer will be eligible at all times, subject to being qualified in all other respects, to apply for entry to interdepartmental competitions open to Higher Executive Officers.

13.8 A candidate who resigns, retires or is dismissed from his/her post will cease to be eligible for appointment from this competition.

13.9 Officers appointed under this Circular will be expected to serve as an Employee Assistance Officer for at least five years. The Board of the CSEAS in consultation with the Manager and the Personnel Officer of the Department of Finance may decide to allow an officer to continue to serve as Employee Assistance Officer beyond the five-year period. In the fifth year of service, the appointment shall, in consultation with the Employee Assistance Officer, be reviewed by the Board and the Personnel Officer of the Department of Finance with a view to deciding if the appointment should continue. Further reviews will be carried at appropriate intervals to be determined by the Board. In the event that it is agreed that an officer is to leave the post of EAO, the officer will be redeployed within the Civil Service as a HEO.

13.10 The headquarters of the CSEAS is located in Dublin. Officers appointed to positions based outside Dublin may be required to undergo a preliminary training period in Dublin.

13.11 Candidates may be offered a post in Dublin or in a provincial location. A candidate who refuses an offer of appointment to a location will not be considered further for that location but may remain eligible for consideration for appointment other locations.

13.12 Officers who have not been promoted at the expiry of the panel set up from this competition will have no claim to promotion thereafter because of having been on the panel.

### **Code of Practice**

14.1 The selection process for appointment to this position shall be conducted in compliance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service (No. 01/07), prepared by the Commission for Public Service Appointments (CPSA). Codes of Practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)

The Code of Practice reflects the following core principles:

- *Probity*
- *Appointments Made on Merit*
- *An Appointments Process in Line with Best Practice*
- *A Fair Appointments Process Applied with Consistency*
- *Appointments Made in an Open, Accountable and Transparent Manner*

14.2 Selection processes conducted by the PAS are subject to audit by the CPSA. Candidates are advised to familiarise themselves with the contents of the CPSA Code of Practice (No. 01/07), including, inter alia, the provisions in relation to the responsibilities placed on candidates who participate in the selection process.

### **Complaints and Requests for Review:**

15.1 Complaints/requests for review will be considered by the Public Appointments Service in accordance with the procedures set out at Appendix 2.

15.2 The Code of Practice may be accessed by visiting [www.cpsa.ie](http://www.cpsa.ie) or by contacting directly the Commission for Public Service Appointments, 18 Lower Leeson Street, Dublin 2. 01-6395750

### **Information on Panels**

16. The information on panel(s) formed as a result of this competition will be made available to Personnel Officers in all Departments/Offices and to Careers and Appointments Section in the Department of Public Expenditure and Reform. In addition, candidates will be

asked to agree to the same information being made available to the relevant Civil Service unions for the purpose of monitoring appointments made under this Circular.

**Circulation and further information**

17. Personnel Sections should bring this circular to the notice of all eligible officers serving in their Departments and associated offices without delay, including eligible fixed term workers, officers on term time, secondment, maternity leave, career break, and other relevant forms of leave.

18. Candidates having any queries in respect of this circular should contact their Personnel Section. Subsequent enquiries in respect of their candidature should be addressed directly to the Public Appointments Service.

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Ms Patricia Coleman  
Director



## **Appendix 1**

### **CORE COMPETENCY FRAMEWORK (Employee Assistance Officer / Higher Executive Officer)**

#### **1. Managing Resources, Organising and Planning**

Demonstrates excellent self-management skills. Is self-motivated and can work without excessive guidance or support. Manages individual cases and overall caseload within appropriate timeframes. Develops strategies to handle the emotional and physical impact of the work and seeks support when necessary. Utilises the available skills and resources, in order to meet objectives with maximum efficiency and within agreed timescales. Accurately assesses and prioritises plans, taking account of longer-term issues and business goals, while balancing demands. Monitors progress against objectives, reviewing plans where necessary. Recognises potential obstacles to achieving objectives and proposes potential ways of overcoming these.

#### **2. Research, Analysis and Decision Making**

Seeks all relevant information to help overcome existing or potential problems. Demonstrates the ability to think critically. Analyses and interprets information gathered, whether financial or otherwise, taking account of the critical factors including the “bigger picture”. Is aware of the impact that issues and developments in the public sector, and beyond, will have on their area of responsibility. Displays discernment and sound judgement. Make decisions, utilising available resources and expertise to the maximum, whilst also recognising time constraints. Puts forward practical and realistic options.

#### **3. People skills**

Displays a proven interest in the well-being of others. Has the capacity to empathise, while bringing an objective perspective to bear. Displays the ability to develop relationships of trust, confidence and respect. Demonstrates understanding, sensitivity, tact and a non-judgemental approach in dealing with others. Displays diplomacy and courtesy when interacting with others, even in emotionally charged situations. Initiates and maintains beneficial relationships, to promote and advance the aims of the department / unit. Establishes effective relationships with team, working cooperatively and sharing ideas and information with colleagues.

#### **4. Communication**

Demonstrates effective communication skills, including active listening skills. Adapts communication style and approach to the situation. Presents information clearly and concisely, both in written and oral format, to inform and influence the audience. Prepares and delivers presentations which promote health and welfare and takes into account the needs of the participants. Demonstrates confidence and conviction in the information conveyed.

#### **5. Commitment to achieving quality results**

Demonstrates persistence, perseverance and commitment to achieving the objectives of the department / unit. Takes responsibility and is accountable for the work produced on behalf of the department / unit and strives for quality results by monitoring progress against targets and ensuring standards are adhered to. Constantly develops own skills in order to improve standards of performance. Keeps up to date re available services. Has an awareness of the needs of the client department in terms of the promotion of health and welfare.

#### **6. Openness to change**

Proactively identifies areas for improvement and develops practical suggestions for their implementation. Demonstrates enthusiasm for new developments and changing work-practices. Strives to implement these changes effectively. Is open to modern technology and understands the impact it can have on how the work is done. Reviews own performance regularly and continuously seeks to develop at a personal level. Demonstrates flexibility and adaptability in their approach.

## **Appendix 2**

### **GUIDELINES FOR DEALING WITH APPEALS/REQUESTS FOR REVIEW**

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The Public Appointments Service will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application he/she can seek a review under **Section 7** of the code of practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a “decision arbitrator”.

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

#### **Informal process:**

- The candidate can avail of the informal review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

#### **Formal process: Initial review:**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

#### **Review by the decision arbitrator**

The decision arbitrator is appointed by the Chief Executive. The decision arbitrator is unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review. The decision of the decision arbitrator in relation to such matters is final.

- A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the initial review.

- The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA Code of Practice, he/she can have it investigated under **Section 8** of the code of practice.

#### **Informal process:**

- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within 2 working days of receiving notification of the informal process.

#### **Formal process:**

- If you are requesting a formal review you must write to the licence holder (Chief Executive, Public Appointments Service), providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 20 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence Holder. He/She must write to the Commission for Public Service Appointments within 10 working days of receiving the outcome of the licence Holder's review.

The codes of practice are available on the website of the Commission for Public Service Appointments, [www.cpsa-online.ie](http://www.cpsa-online.ie).

#### **Candidates' Obligations**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- personate a candidate at any stage of the process
- interfere with or compromise the process in any way

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment. In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and

- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

#### **Admission without liability**

The admission of a person to a competition is not to be taken as implying that the Public Appointments Service is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position.

#### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview or other test when and where required by the Public Appointments Service, or who do not, when requested, furnish such evidence, as the Public Appointments Service require in regard to any matter relevant to their candidature, will have no

further claim to consideration.

### **Quality Customer Service**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **DATA PROTECTION ACTS 1988 & 2003**

When your application form is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and should you be successful certain information you provide will be forwarded to the employing organisation. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003.

To make a request under the Data Protection Acts 1988 & 2003, please submit your request in writing to: **THE DATA PROTECTION CO-ORDINATOR, PUBLIC APPOINTMENTS SERVICE, "CHAPTER HOUSE", 26-30 ABBEY STREET UPPER, DUBLIN 1**, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. A fee of €6.35 should accompany your request. Payment should be made by way of bank draft, money order, or personal cheque, made payable to the 'Public Appointments Service'. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.