

**Information Governance**

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**Our reference: FOI DA3112**

I am responding to your request for information received 14<sup>th</sup> May 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran  
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113

Web: [www.ico.org.uk](http://www.ico.org.uk)

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Request:

Good afternoon, I would like to obtain the following information under the Freedom of Information Act in relation to IAPT worker performance targets and staff wellbeing. The IAPT manual <https://www.england.nhs.uk/wp-content/uploads/2019/02/improving-access-to-psychological-therapies-manual.pdf> published June 2018 states : “8.1.4 Capacity and demand modelling For high-intensity therapists it is generally considered that achieving 20 face-to-face clinical hours per week is appropriate for a full-time, fully trained individual, with pro-rata reductions for part-time workers, trainees and those with supervision or management responsibilities.

Working towards achieving 18-20 clinical hours per week is generally appropriate for a fulltime, fully trained PWP, with pro-rata reductions for part-time workers, trainees and those with supervision or management responsibilities. More than 20 clinical contact hours is not recommended and may be detrimental to both wellbeing and clinical effectiveness”

Please answer the following questions for each CCG which you provide an IAPT service.

**Question 1. Do you follow these guidelines in your IAPT service(s) for PWP and High Intensity Therapists? If you do follow these guidelines, do you interpret these guidelines as being delivered contacts i.e. 20 hours attended or 20 hours offered i.e. excluding cancelled by professional? If you do not follow these guidelines, please indicate the targets you work to in your IAPT service(s) i.e. number of contacts, delivered hours etc**

Answer: The Trust follows the IAPT manual and interprets these guidelines as being 20 hours of attended contacts. This is not necessarily the same as 20 contacts, as some appointments are 30 minutes and others are two hours.

**Question 2. Please advise your average vacancy rate in your IAPT service(s) in 2018/19 (or from the point that you implemented the guidance from the IAPT manual)**

Answer: The average vacancy rate for IAPT services is 11%.

**Question 3. Please advise your average sickness rate in your IAPT service(s) in 2018/19 (or from the point that you implemented the guidance from the IAPT manual)**

Answer: The Trust's average sickness rate in IAPT Services is 3.21%

**Question 4. Please advise your average sickness rate in your IAPT service(s) in 2018/19 (or from the point that you implemented the guidance from the IAPT manual) where the reason for absence is S10 Anxiety/stress/depression/other psychiatric illnesses**

Answer: The Trust's average sickness rate in the IAPT services for the reason of anxiety/stress/depression/other psychiatric illnesses is 0.92%.