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29 May 2019

### **Freedom of Information Request – Ref: FOI 040-1920**

Thank you for your recent Freedom of Information request about IAPT worker performance targets and staff wellbeing. Please find our response below.

#### **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.

1. Do you follow these guidelines in your IAPT service(s) for PWP and High Intensity Therapists?  
**Yes - The Trust expects therapists to achieve 18 clinical hours per week (pro rata for those on part-time contracts or with other commitments).**
2. 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?  
**The Trust does not include ‘Does not Attend’ or cancellations in the 18 hours and so expects therapists to overbook to ensure they achieve 18 hours.**
3. 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.  
**Not Applicable.**
4. 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)  
**The Trust does not hold this information.**
5. 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)  
**The Trust’s average sickness rate was at 4.7%**
6. 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  
**Of the above 4.7% sickness rate, 16.4% were due to Anxiety/Stress/Depression/Other psychiatric illnesses.**

Yours sincerely,

*Francis Perrin*

**FRANCIS PERRIN**  
**Trust Secretariat Support Officer**  
**2gether NHS Foundation Trust**

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