

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1071](#)
Date Received: [15th May 2019](#)

Information Requested:

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.

1. Do you follow these guidelines in your IAPT service(s) for PWP and High Intensity Therapists?
[The Trust does follow these guidelines.](#)
 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 interprets the guidelines as attended.](#)
 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
[N/A – The Trust does follow the guidelines](#)
 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)
[Average vacancy rate 8.18](#)
 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)
[4.43%](#)
 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
[0.85%](#)
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Response:

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk/>