

25 July 2019

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Our Ref: FOI/03301

Thank you for your request concerning IAPT worker performance targets and wellbeing.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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?**

Yes we do follow the above 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 right of access created by the Freedom of Information Act only applies to recorded information. This does not include requests asking for a person's interpretation, wishes, opinions or general advice.

However under Section 16 of the FOIA please see below an extract from our IAPT Operational Policy.



“...High Intensity Therapists hold a caseload of a minimum of 23 clients, with 20 hours clinical contact per week...”

“...Psychological Therapy Practitioners... provide a minimum of 20 clinical hours per week, which equates to 35 attended clinical contacts a week...”

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)**

	Average Vacancy Rate for 2018/19
Hertfordshire Wellbeing	5.26%
Essex IAPT	31.49%

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)**

	Average Sickness Rate for 2018/19
Hertfordshire Wellbeing	2.72%
Essex IAPT	2.00%

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**

	Average Sickness Rate for 2018/19 where S10 Anxiety/Stress/Depression/other psychiatric illnesses was recorded
Hertfordshire Wellbeing	0.61%
Essex IAPT	0.70%

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).





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