

Ref: FOI/GS/ID 5194

**Please reply to:**  
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Trust Management  
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## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to staff support and counselling service.

*You asked:*

*1. Does the hospital trust have a staff support and counselling service? If yes, what is it called? E.g. the Staff Support and Counselling Service*

*Please clarify whether the service is specifically for staff wanting support with work related issues, or whether staff can access the service for any personal issues unrelated to work.*

*Please confirm what is provided, e.g. six free counselling sessions*

*2. How many staff members used the service in 2016, 2017 and 2018?*

*Please give a total for each year, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018.*

*If the trust manages more than one hospital, please confirm if the figures provided are for all hospitals.*

*3. Please confirm if you record the overall reasons why staff are accessing the service; e.g. you may have headings like, 'personal stressors (including anxiety/depression)' and 'work related stressors (including anxiety and depression)', etc.*

*4. If time allows, please give a breakdown of the reasons staff are accessing the service, e.g. 2018, 40%/40 people for personal stressors and 60%/60 people for work related stressors.*

## **Trust response:**

1a. Yes. Employee Assistance Programme

1b. Staff can access the service for any reason. Partners of the employee can also access the service.

1c. 8 free counselling / CBT sessions. As well as any type of mental health support we also provide financial advice, legal advice, health and fitness advice.

2. We had a different service prior to September 2016 and have no figures for usage of that year.

2017-2018; 371 staff

2016-2017; 304 staff

The numbers below are for the whole Trust.

3. Yes, we do.

4.

2017-2018; main reasons for contact

partner	16%
work related stress	15%
anxiety	15%
depression	11%
low mood	9%
bereavement	7%
service enquiry	7%

2016-2017; main reasons for contact

Anxiety	17%
Depression	15%
Service Enquiry	11%
Family	9%
Low Mood	7%
Partner	7%
Bereavement	7%
Work Related Stress	6%
Divorce & Separation	5%