

Re: Your request made under the Freedom of Information Act 2000

- 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

Yes, the Trust currently has an Employee Assistance Service - HELP EAP

Staff members may access the service for any personal or work-related problems:

- Alcohol and drug misuse
- Bereavement
- Bullying and harassment
- Career/job stress
- Childcare/eldercare
- Debt
- Legal issues (workplace only)
- Relationships
- Retirement
- Sickness absence
- Trauma
- Work life balance

If required, six free counselling sessions will be provided to the staff member.

- 2) How many staff members used the service in 2016, 2017 and 2018?

Please give a total for each year e.g. 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.

125 staff members accessed the service (January - December 2016)

190 staff members accessed the service (January - December 2017)

302 staff members accessed the service (January 2018 - November 2018)

- 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.

Reasons are recorded by the service provider and fed back to the Trust on a monthly basis.

- 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.

Reason	2016	2017	2018
Work	19%	19%	9.5%
Home	53%	55%	53.5%
Both	28%	26%	37%